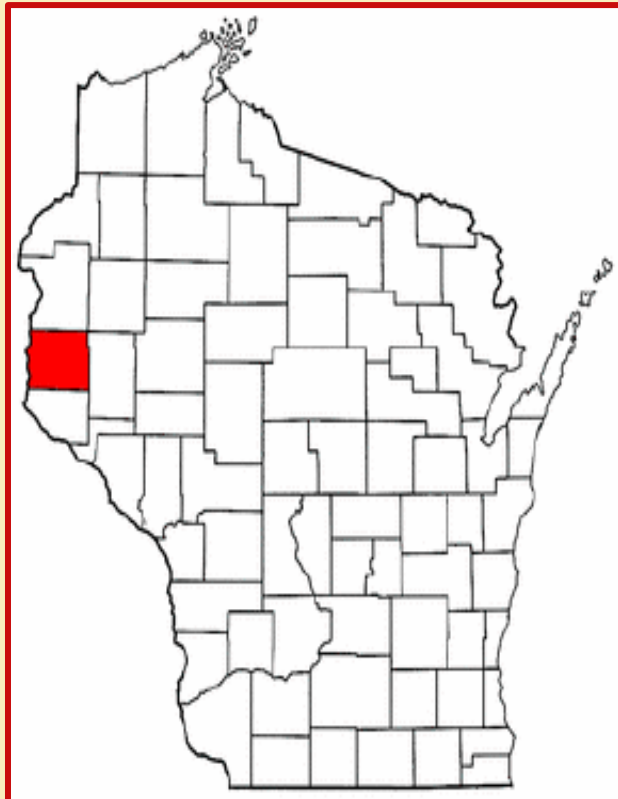




**2019 DEPARTMENT OF
HEALTH AND HUMAN SERVICES
DELIVERY OF SERVICE PLAN**



February 2019

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Saint Croix County Department of Health and Human Services



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February 2019

HEALTH AND HUMAN SERVICES

Area of Responsibility: The Department of Health and Human Services (HHS) promotes individual and family self-sufficiency by providing a coordinated continuum of services for eligible county residents. We operate in compliance with all applicable state and federal statutes and regulations relating to nondiscrimination in employment and service delivery. Persons seeking or receiving services will not be excluded from participation, denied benefits or otherwise be subject to discrimination in any manner on the basis of race, color, national origin, sex, religion, age or disability. Listed below are the individual divisions administered within Health and Human Services:

Aging and Disability Resource Center: Provides a centralized source of information, assistance, support, and access to community resources that are available for older adults over 60 and adults with disabilities ages 18-59 along with their family members and caregivers.

Behavioral Health: Provides alcohol/drug abuse, mental health services, as well as adult protection services in collaboration with our community to promote the health and well-being of individuals, families and children.

Children Services: Provides and coordinates assessments and ongoing services for children in need of protection and/or services, juvenile delinquency, truancy, youth with disabilities and children with delays utilizing a community-oriented approach to assist families in remaining together while promoting safety for all family members.

Economic Support: Provides direct services to the residents of St. Croix County who meet the financial and non-financial guidelines for access to health care, food, childcare and heat resources funded through public programs.

Public Health: Protects and promotes health, prevents disease and injury, and empowers communities to live healthier lifestyles.

St. Croix Health and Rehab Center: A 50 bed facility with skilled nursing care services for individuals with long term care and short term rehabilitation needs.

Kitty Rhoades Memorial Memory Care Center: A 10-bed community based residential facility, with current services to individuals with a high level needs related to memory care, dementia and related conditions. Future service plans include dementia crisis stabilization.

Orchard View Terrace: A 40 unit community based residential facility that combines independent living with the comfort of knowing support is available around the clock. This facility is made up of an assisted living and memory care unit allowing us to serve individuals with dementia and other forms of memory loss as well as elderly adults in need of some assistance with daily living skills.

Governance: Wisconsin State Statute Chapter 46.23 (1) identifies "the intent of this section is to enable and encourage counties to develop and make available to all citizens of this state a comprehensive range of human services in an integrated and efficient manner; to utilize and expand existing governmental, voluntary and private community resources for the provision of services to prevent or ameliorate social, mental and physical disabilities; to provide for the integration of administration of those services and facilities organized under this section through the establishment of a unified administrative structure and of a unified policy-making body; and to authorize state consultative services, reviews and establishments of standards and grants-in-aid for such programs of services and facilities." Local policy governance is provided by the Health and Human Services Board and the Council on Aging and Disabilities.

Budget 2019:

DHHS Revenue	
Program	2019 Budget
Administration	\$500,490
Behavioral Health	3,052,961
Economic Support	1,029,235
Comprehensive Community Support (CCS)	4,142,633
Children Services	2,672,704
Public Health	822,198
ADRC	1,791,309
Revenue (Grants and Local Collections)	\$14,011,530
Budget Tax Levy	6,482,648
Surplus Applied (CCS)	375,457
Total Revenue	\$20,869,635

Health and Rehab Center Campus Revenue	
Program	2019 Budget
Health & Rehab Center	\$5,399,448
Kitty Rhoades Memorial Memory Care Center	647,833
Orchard View Terrace	1,739,800
Revenue (Grants and Local Collections)	\$7,787,081
Budget Tax Levy	-
Health Center Fund Balance Applied	(475,185)
Surplus Applied	-
Total Revenue	\$7,311,896

DHHS Expenses	
Program	2019 Budget
Administration	\$1,524,200
Behavioral Health	4,834,516
Economic Support	1,197,373
Comprehensive Community Support (CCS)	4,518,090
Children Services	5,110,647
Public Health	1,578,674
ADRC	2,106,135
Total	\$20,869,635

Health and Rehab Center Campus Expenses	
Program	2019 Budget
Health & Rehab Center	\$5,317,091
Kitty Rhoades Memorial Memory Care Center	602,467
Orchard View Terrace	1,392,338
Total	\$7,311,896

Strategic Plan: The majority of work for Health and Human Services is aligned with the county strategic plan priority of protecting at-risk populations.

Relationship to other Departments/Agencies: The Department of Health and Human Services works closely with other divisions within the department, as well as other county departments and many local agencies.

Department Organization:

Administration, Children Services, Behavioral Health, Public Health, Economic Support, and Aging and Disability Resource Center:

- 160.245 Full Time Employees (FTE's) (Excluding Finance Staff)

St Croix Health and Rehab Center, Kitty Rhoades Memorial Memory Care Center and Orchard View Terrace:

- 88.44 Full Time Employees (FTE's)

Saint Croix County Department of Health and Human Services



Program Section

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February 2019

HEALTH AND HUMAN SERVICES – Administration

Agency Vision Statement: Quality Health and Human Services; for Everyone, by Everyone.

Agency Mission Statement: St Croix County Health and Human Services (HHS) promotes quality services and heightens safety, health, and independence for our citizens by providing a continuum of services enhanced by community collaboration.

Summary of Responsibilities:

- Administration Division
- Aging and Disability Resource Center Division(ADRC)
- Behavioral Health Division (BH)
- Children Services Division (CS)
- Economic Support Division (ES)
- Records Division
- Public Health Division (PH)
- Health and Rehab Center Campus
 - ❖ Health and Rehab Center
 - ❖ Kitty Rhoades Memorial Memory Care Center
 - ❖ Orchard View Terrace

HEALTH AND HUMAN SERVICES - Records

Mission Statement: The Records Division mission is to provide and maintain a high standard of medical and agency record that is an efficient, productive, and cost effective information system which is conveniently accessible to appropriate and authorized service providers and meet all applicable and administrative, legal, and regulatory requirements governing the Department of Health and Human Services.

Summary of Responsibilities: The Records Division is responsible for maintaining records in a standardized and professional manner in order to protect patient confidentiality while allowing adequate access to providers in order to promote quality patient care. Records are released in accordance with state and federal laws. The Records Division also maintains and updates the Risk Analysis and Operational Policies and Procedures as well as training all Health and Human Services (HHS) staff on the Health Insurance Portability and Accountability Act (HIPAA) compliance.

Program Summary:

- **File Management:** Records are released and destroyed in accordance with state and federal laws.
 - ✓ Chart Assembly, Analysis, and Auditing/Quality Assurance
 - ✓ Record Set Management
 - ✓ Filing (Paper and Electronic Health Records EHR)
 - ✓ Release of Information (ROI)
 - ✓ Records Retention and Records Destruction
- **Health and Human Services Staff Training and Onboarding**
- **Transcription:**
 - ✓ Physicians Only
- **Billing:**
 - ✓ Current Procedural Terminology (CPT)
 - ✓ International Classification Disease (ICD) -10 Coding

HEALTH AND HUMAN SERVICES – Office Support Staff

Mission Statement: HHS Office Support Staff will interface with consumers and staff in a positive, courteous, and timely manner while assisting/directing them to resources to help meet their needs.

Summary of Responsibilities:

- Appropriately answer and transfer phone calls, as well as distribute messages
- Monitor front lobby and assist with walk-ins
- Distribute and or collect consumer and staff documents/packages/mail for all divisions
- Collect payments from consumers and provide receipt
- Send faxes and distribute incoming faxes and important documents via scanning and email
- Make copies/packets/files
- Type letters, labels, and envelopes, check and monitor supplies
- Be familiar with emergency procedures
- Contact and locate staff as needed
- Accurate and timely data entry within various data bases

HEALTH AND HUMAN SERVICES – Aging and Disability Resource Center (ADRC)

Mission Statement: The purpose of the Aging and Disability Resource Center Division (ADRC) is to empower and support older adults, people who have a disability and their families by serving as a central source of information, assistance, support and access to community resources.

Summary of Responsibilities: The Aging and Disability Resource Center of St. Croix County provides services to individuals over age 60 and individuals age 18-59 who have a disability, as well as their families.

Program Summary:

- **Information and Assistance:** Provides assistance to the public in planning for long and short term care needs and provides current information about local, regional, and state resources. Helps eligible persons enroll in long term care programs available through the State of Wisconsin.
- **Elder Benefit Specialist Program:** Provides information to St. Croix County residents 60 years and older about Medicare, Medicaid, supplemental insurance and all other public benefits. The Elderly Benefit Specialist provides assistance with grievances and appeals when necessary under the supervision of the Coalition of Wisconsin Aging Groups Elder Law Center.
- **Disability Benefit Specialist Program:** Provides services to persons ages 18 to 59 with physical disabilities, developmental disabilities, and mental illness and substance abuse disorders under the direction of the program attorneys at Disability Rights Wisconsin Coalition. Provides information about public and private benefit programs including assistance with application and appeal procedures.
- **Dementia Care Specialist Program:** Support for individuals with dementia, support for family caregivers, and provides community education.
- **Senior Nutrition Services:** Provides a nutritionally balanced hot meal and place to socialize for persons 60 and older and spouses regardless of age through the nine senior dining nutrition sites throughout St. Croix County.
- **Home-Delivered Meals:** Provides a hot, nutritious meal to persons who are: age 60 and over who are unable to prepare adequate meals on their own, caregivers or spouses, disabled co-resident of an individual aged 60 or over who receives meals.
- **Volunteer Medical Transportation Program:** The Center for Independent Living manages this contracted service, providing door-to-door transportation to medical appointments for persons who are age 60 and older or persons with a temporary or permanent disability.
- **Specialized Van Transportation Program:** Provides transportation to persons 60 and older and to persons with disabilities.

- **Family Caregiver Support Program:** Provides information and assistance, caregiver support, education, support groups, respite care services, peer-to-peer support, and an annual Caregiver Conference.
- **DayAway Club/Adult Day Respite:** Provides a 6 hour structured day with activities, morning snack, and noon meal for those who are frail or have cognitive problems related to dementia.
- **Outreach Services:** Provides education and affirmation through support groups, monthly newsletter, and adaptive technology kit.
- **Healthy Aging Classes:** Provides education on Living Well with Chronic Conditions, Stepping On, and Diabetes Self-Management.

HEALTH AND HUMAN SERVICES -Behavioral Health

Mission Statement: Provide high quality, timely alcohol/drug abuse and mental health services to residents of St. Croix County. These services are offered in collaboration with our community in an effort to promote the health and wellbeing of individuals, families and children.

Summary of Responsibilities: Provide county residents a comprehensive range of services, offering continuity of care, including: Mental Health and Alcohol and Other Drug Abuse (AODA) outpatient treatment, Community Support Services, Targeted Case Management, Adult Protection, Emergency/Crisis Services and Comprehensive Community Services. The above services include assessment, case planning and coordination, on-going monitoring, discharge planning and referral services. Residential and inpatient care is provided through contracted facilities to mental health and AODA clients who need a higher level of care. Outpatient treatment services are provided based on the client's ability to pay or through their insurance. Inpatient treatment costs are billed to the client at our contracted rate. Court-ordered evaluations and Intoxicated Driver Program assessments are charged at full cost and required to be paid in full for before they are scheduled. Comprehensive Community Services is a Medicaid funded only program.

Program Summary:

- **Alcohol and Other Drug Abuse (AODA) Outpatient Services:** Assessment and diagnostic services, chemical dependency counseling, prevention services, crisis intervention, case management, referral and advocacy services, and discharge planning.
- **AODA Intoxicated Driver Program (IDP):** Provide Intoxicated Driver Program assessments, develop and monitor driver safety plans, and provide required reports to the Department of Transportation for county residents convicted of driving while intoxicated.
- **AODA Inpatient/Residential Services:** Cost associated with AODA detoxification, AODA medical inpatient and AODA residential contracted services.
- **Adult Protection Services:** Provides protection and advocacy to St. Croix County residents who are elderly or adults at risk.

- **Mental Health (MH) Outpatient Services:** Provide assessment and diagnostic services, psychotherapy, emergency therapy, medication management, case management, referral and advocacy services, and discharge planning.
- **Behavioral Health Emergency Services:** Staff and contracted services providing emergency services to all individuals within the county. These services include, but are not limited to, mobile on-site response to provide a crisis mental health assessment, telephone crisis interventions, short-term stabilization services, and coordination of crisis placements.
- **Adult Community Support Services (ACSS):** Provide assessment, diagnosis, identification of persons in need of behavioral health community support services, case management, crisis intervention, psychiatric treatment including medication supervision, counseling and psychotherapy, employment, activities of daily living, psychosocial rehabilitation, client advocacy and recreational activities.
- **Comprehensive Community Services (CCS):** Comprehensive Community Services (CCS) is a program within Children Services and Behavioral Health for individuals of all ages who need ongoing services for a mental illness, substance use disorder, or a dual diagnosis beyond occasional outpatient care, but less than the intensive care provided in an inpatient setting. The individual works with a dedicated team of service providers to develop a treatment and recovery plan to meet the individual's unique needs and goals. The goal of this community-based approach is to promote better overall health and life satisfaction for the individual.
- **Institution for Mental Disease (IMD) Relocation Services:** Contracted mental health residential services. These services are designed to maintain clients with chronic mental illness in their communities and avoid institutionalization.
- **Acute Psychiatric Hospitalization:** Acute psychiatric hospitalization contracted costs and costs associated with providing acute psychiatric hospital care.
- **Mental Health Residential Services:** Contracted costs and costs associated with providing MH residential care.
- **Institution for Mental Disease (IMD):** Contracted costs and costs associated with providing IMD care. These clients require long-term psychiatric inpatient services on a locked unit.
- **State Mental Health Institute Services:** Contract costs and costs associated with providing acute and long-term institutional care. These services are used when there are no available beds at acute psychiatric hospitals or at other IMDs.
- **Crisis Mental Health Residential Services:** Short-term/crisis residential contracted costs and costs associated with providing crisis residential care.
- **Psychiatric Services:** Psychiatrist and psychologist contracted costs.

HEALTH AND HUMAN SERVICES – Children Services

Mission Statement: The mission of the Children Services Division is to utilize a community-oriented approach to assist families in remaining together while promoting health and safety for all family members.

Summary of Responsibilities: Alternate Care, Birth to Three, Child Protection Access, Initial Assessment and Ongoing Services, Children's Long Term Support, Comprehensive Community Services, Coordinated Family Services, Juvenile Intake, Juvenile Supervision, Family Centered Treatment, and Targeted Case Management.

Program Summary:

- **Birth to Three:** An early intervention program for infants and toddlers ages birth to 36 months with a diagnosed disability or developmental delay of 25 percent in one or more areas of development.
- **Children Services Access:** The process for receiving, analyzing, and documenting reports of alleged child maltreatment, referrals for Birth to Three, and Youth Community Support Services.
- **Child Protection Assessment:** Daily screening meetings occur to review reports of alleged child maltreatment and determine which cases will receive a comprehensive assessment of individual and family conditions, functioning, and dynamics as well as determine which cases will be referred for ongoing services.
- **Child Protection Ongoing:** Case management services provided to Children in Need of Protection and Services (CHIPS) resolved through Voluntary Service Agreements, Informal Disposition Agreements, Consent Decrees, or Adjudications.
- **Resource Aide Services:** Provides parent education/training, transportation, and court-ordered supervised visitation for open ongoing CHIPS or Delinquency cases.
- **Juvenile Intake:** Receives referrals from parents, schools, child protection assessment and law enforcement concerning uncontrollability, truancy, delinquency, and child abuse/neglect matters. Analyzes the information and assesses each referral making recommendations to the District Attorney and Juvenile Court regarding a resolution for those cases.
- **On-Call Services:** Responsible for providing Juvenile Intake services 24 hours a day (includes evenings, weekends, and holidays).
- **Juvenile Justice Ongoing:** Case management services of uncontrollable youth, truants, and delinquents via Voluntary Service Agreements, Deferred Prosecution Agreements, Consent Decrees (Juvenile Court), or Adjudications (Juvenile Court). Services provided using an evidence-based model.
- **Independent Living Skills (ILS):** A federally required program which requires implementation of an assessment and specialized services for eligible youth between ages of 14 and 21 who have been placed out of the home for a minimum of 6 months.

- **Community Tracking and Electronic Monitoring:** Provides evening and weekend accountability for ongoing juvenile justice youth.
- **Alternate Care Services:** The recruitment, training, licensing/certification, and retention of St. Croix County foster homes, shelter homes, and respite homes. This also includes the use of other licensed facilities such as treatment foster homes, group homes, residential care and corrections.
- **Kinship Care:** Process applications and oversee both court-ordered and voluntary cases when relatives care for family members' children and receive a state entitlement stipend and Medicaid for the child.
- **Step-parent adoption:** Complete step-parent home/adoption studies and make recommendations at the direction of the county judiciary.
- **Day Care Certification:** Complete the evaluation and certification process for certified daycare homes.
- **Coordinated Family Services:** A team approach to respond to children and families with multiple service needs. Each team develops an individualized plan that incorporates individual strengths and needs. Team members are comprised of family members, informal supports, service providers, school staff, and various other community members.
- **Children's Long Term Support Waivers (CLTS):** Provides Medicaid funding to support eligible children meet health and safety needs as a means for them to continue to live at home or in the community and who have substantial limitations in multiple daily activities as a result of one or more of the following disabilities: developmental disabilities, severe emotional disturbances, and physical disabilities.
- **Children's Community Options Program:** Provides individual services and supports to families that include a child with severe disabilities. The program offers information and help in finding services and maximizing community resources, limited funding to buy needed services or goods that can't be bought through other sources, and help in linking families with other families to strengthen natural supports.
- **Target Case Management:** A Medicaid program that funds case management for children and their families to assist them in providing support and service coordination.
- **Family Centered Treatment (FCT):** An evidenced-based model of intensive in-home treatment that services high-risk and high need families.
- **Comprehensive Community Services (CCS):** Comprehensive Community Services (CCS) is a program within Children Services and Behavioral Health for individuals of all ages who need ongoing services for a mental illness, substance use disorder, or a dual diagnosis beyond occasional outpatient care, but less than the intensive care provided in an inpatient setting. The individual works with a dedicated team of service providers to develop a treatment and recovery plan to meet the individual's unique needs and goals. The goal of this community-based approach is to promote better overall health and life satisfaction for the individual.

HEALTH AND HUMAN SERVICES - Economic Support



Mission Statement: St. Croix County's Economic Support Division provides direct services to the most vulnerable and needy residents of St. Croix County who meet the financial and non-financial eligibility guidelines for access to health care, food, childcare, home energy and heat resources funded through public programs.

Summary of Responsibilities: Saint Croix County is one of 10 counties to make up the Great Rivers Income Maintenance Consortium (GRC) with Barron, Burnett, Chippewa, Douglas, Dunn, Eau Claire, Pierce, Polk, and Washburn. The primary programs for Income Maintenance (IM) include: FoodShare (FS) program; Medicaid (MA) and BadgerCare Plus (BC+) programs. In addition, St. Croix County administers the SSI Caretaker Supplement program (CTS), Wisconsin Home Energy Assistance Program (WHEAP), Wisconsin Shares Child Care (CC) Subsidy, and determines financial eligibility for various long term care programs. Lastly, Income Maintenance performs program integrity functions including benefit recovery, fraud detection and prevention.

Program Summary:

- **FoodShare (FS):** FoodShare Wisconsin was created to help stop hunger and to improve nutrition and health. FoodShare helps people with limited resources buy the food they need for good health.
- **BadgerCare Plus (BC+):** BadgerCare Plus is a program for children under 19 years of age, adults without dependent children, pregnant women, and parents & caretakers in Wisconsin who need and want health insurance. BadgerCare Plus is designed for people who do not currently have access to private health insurance.
- **Medicaid (MA):** Wisconsin's ForwardHealth Medicaid plans for Elderly, Blind or Disabled provide health care for those who are: age 65 or older, blind or disabled. Clients can also enroll in a Medicare Savings Program, and Medicaid may pay their required premiums, coinsurance and deductibles for both Part A (hospital-related costs) and Part B (physician-related costs), depending on the program.

- **Long Term Care (LTC):** Long Term Care (LTC) includes any service or support that a person needs due to age, disability or chronic illness which limits his/her ability to perform everyday tasks. LTC services are beyond, and usually in addition to Medicaid covered services and are designed to meet special needs for elderly/disabled individuals who have LTC needs. LTC programs include Institutional Medicaid, Home and Community Based Waivers (HCBW), Family Care (FC), Partnership and IRIS (Include, Respect, I Self Direct).
- **Caretaker Supplement (CTS):** Wisconsin's Caretaker Supplement (CTS) is a cash benefit available to parents who are eligible for Supplemental Security Income (SSI) payments. Caretaker Supplement is not a Medicaid benefit; it pays cash only to eligible parents. Caretaker Supplement benefits are \$250 per month for the first eligible child and \$150 per month for each additional eligible child.
- **WHEAP/LIHEAP:** The Wisconsin Home Energy Assistance Program (WHEAP) manages the subcontract for the federally funded Low Income Home Energy Assistance Program (LIHEAP) and Public Benefits Energy Assistance Program. In addition to regular heating and electric assistance, specialized services include: emergency fuel assistance, counseling for energy conservation and energy budgets, pro-active co-payment plans, targeted outreach services, emergency furnace repair and replacement.
- **Wisconsin Shares Child Care Subsidy:** This program provides financial child care assistance to low-income parents who are working or preparing to enter the workforce. Administered by the State Department of Children and Families (DCF), the program aims to provide access to affordable, high-quality child care and early education experiences, to enhance children's development and to support their families in work and parenting roles. In addition, state law requires counties and tribes to certify providers who receive public funding but are exempt from the licensing law. Children Services currently manages the certification piece for St. Croix County DHHS.

HEALTH AND HUMAN SERVICES - Public Health



Mission Statement: St. Croix County Public Health Division protects and promotes health, prevents disease and injury and empowers communities to live healthier lifestyles.

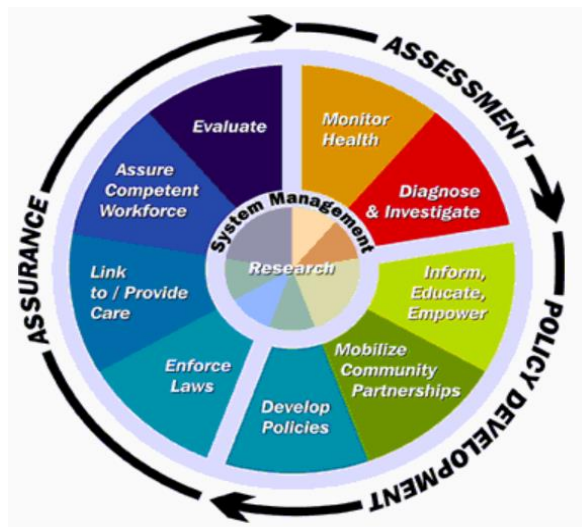
Vision Statement: Healthy People Creating Healthy Communities.

Summary of Responsibilities: St. Croix County Public Health is a level III health department as defined by Wisconsin Administrative Rule Department of [Health Services \(DHS\) 140.06](#). Level designation of the health department is determined by a review of operational services by the state Department of Health Services-Division of Public Health, every five years.

In 2014, the Public Health Accreditation Board (PHAB) designated St. Croix County Public Health as an accredited health department. PHAB's mission is; Improve and protect the health of the public by advancing and ultimately transforming the quality and performance of state, tribal, local and territorial public health departments. Roughly, seventy-three percent of the United States population is now served by a health department that meets PHAB's national standards for delivering quality programs and services to its community.

In Wisconsin St. Croix County is one of fourteen local health departments that have received the designation, along with one tribal health clinic and the state Division of Public Health. PHAB standards and measures fall into twelve different domains and ten of these domains are the ten essential services of public health. The other two domains focus on Management of the organization and Board Governance. The essential services are outlined by the colored blocks within the wheel of figure 1.

Figure 1.



Public Health is responsible for assessing the health and safety of its jurisdiction. Below are program summaries of how the health department assures the health and safety of the public.

Program Summary:

- **Communicable Disease Prevention and Control:** Public Health provides immunizations to children and adults. Communicable diseases are entered into the Wisconsin Electronic Disease Surveillance System (WEDSS) and public health investigates and follows up on all communicable diseases.
- **Maternal Child Health:** Provides Prenatal Care Coordination (PNCC) for high-risk pregnant women, postpartum and newborn home visit assessments, infant safety classes for low-

income parents, breastfeeding support and education. Reproductive health services including screening and treatment of sexually transmitted infections, referral and follow-up for children and youth with special health care needs. Active involvement in the Pierce-St. Croix CARES (Creating a Responsive and Effective System for promoting and protecting our children's wellbeing) coalition that is focused on improving the social-emotional wellbeing of children, youth and their families.

- **Public Health Nutrition/Women Infants and Children WIC:** Public health nutritionists provide education at the systems level and are involved in community coalitions whose mission is to increase physical activity, increase healthy food access, and work towards decreasing food insecurity for everyone living in our communities. The purpose of the Special Supplemental Nutrition Program for Women, Infants and Children (WIC) is to promote and maintain the health and well-being of nutritionally at-risk pregnant, breastfeeding and postpartum women, infants and children. WIC program provides support, nutrition education, resource and referral to assure clients and family's needs are met and stay healthy.
- **Environmental Health:** Environmental Health includes childhood lead poisoning screening and prevention, animal-borne and vector-borne disease control, human health hazards and nuisance investigation, home radon testing and education, household mold complaints investigation, indoor air quality monitoring, and monitoring of public beaches, water testing and well inspections of transient, non-community wells.
- **Licensing and Inspections:** Public Health has contracts with Department of Agriculture, Trade, and Consumer Protection (DATCP), Department of Safety and Professional Services (DSPS), and the Department of Natural Resources (DNR). Contract services include licensing and inspections of restaurants, retail food establishments, hotels, bed & breakfast establishments, tattoo/body piercing establishments, recreational education camps, manufactured home parks, public swimming pools, and campgrounds.
- **Community Health Improvement/Community Coalitions:** The Healthier Together Coalition between Pierce and St. Croix counties is starting its sixth year of partnership in 2019. The Pierce County Health Department and St. Croix Health and Human Service Department along with hospital partners make up the Healthier Together Executive Committee. Hospitals include Allina: River Falls Hospital, Hudson Hospital, Westfield Hospital in New Richmond, and Western Wisconsin Health in Baldwin. Many other stakeholders are involved in the Healthier Together Coalition. At the end of 2018 a stakeholder meeting was held in River Falls with 58 attendees from various organizations. Priorities that were identified by a feasibility/impact activity and Drug Abuse, Mental Health and Obesity were identified.
- **Emergency Preparedness:** The Public Health Emergency Preparedness Program focuses on preparing for, and responding to, incidents that pose a significant risk to the health of the county's population. The program involves planning, exercising, responding, and training. School flu immunization clinics are an annual exercise.
- **Chronic Disease and Injury:** St. Croix County Public Health is a member of the Western Wisconsin Working for Tobacco-Free Living (W3TFL) Coalition. W3TFL conducts compliance

checks regarding sale of tobacco to minors (WI WINS program). Public health nurses continue to provide tobacco cessation counseling, support, and resource information to PNCC clients with the First Breath program. First breath is a smoking cessation program. A Million hearts grant was revived in 2018, and allowed one PHN to work at risk populations regarding heart health. WISEWOMAN is a Center for Disease Control and Prevention (CDC) program that seeks to help women reduce the risk for heart disease and improve overall health through screening and services and 1:1 lifestyle coaching, in 2018 roughly 25 women were served. A partnership with Health Partners allows identified women to obtain additional medical care such as mammograms, and visits with a primary care provider.

- **Quality Improvement:** St. Croix County Public Health recognizes the importance of Quality Improvement (QI). We have a QI core team that meets quarterly, reviews QI project proposals, provides QI training, and fosters a culture of QI in the department. The following projects were initiated and/or continued in 2018:
 1. A statewide QI project related to breastfeeding in the workplace started in 2018, and St. Croix County Public Health participated. A Public Health Nurse (PHN) is involved in a Collaborative Improvement and Innovation Networks (CoIINs). CoIINs are multidisciplinary teams of federal, state, and local leaders working together to tackle a common problem. The group identified funding as a need across the state. The project was able to fund 10 mini grants of \$250.00 to business. A St. Croix County daycare was one of the ten recipients.
 2. Environmental Health and Licensing and Inspections realized follow up with facilities were falling behind and in an effort to provide the best customer service a different process was needed to ensure timely reviews. Through the project, the team adopted a new way to assign tasks using the Outlook Webmail system. Follow up continues with audits of time between application submission and response time.
- **Other Achievements:**
 - 747 inspections were conducted in the Licensing and Inspections program for the 534 facilities in the Licensing and Inspections program during 2018.
 - In November of 2018, Licensing and Inspections received an Association of Food and Drug Officials (AFDO) training grant to work toward meeting the Food and Drug Administration (FDA)'s Voluntary National Retail Food Regulatory Program Standards. This will allow the department to conduct a quality improvement project related to the common violations cited by SCC staff and work with our customers to improve practice related to the top food violations.
 - Our family planning clinic received a grant in the amount of \$15, 000 to continue technical assistance with health departments who are new services providers of family planning services.
 - Our Breastfeeding Peer Counselor became certified as a lactation consultant and also received a national award for Exemplary Breastfeeding Support and Practices. Only three awards were given out in Wisconsin.

- Nearly 400 flu shots were given in the fall of 2018 in local schools.
- A public health nurse holds Infant Safety Classes four times per year. A variety of health and safety topics are covered. In 2018, 49 parents attended.

HEALTH AND HUMAN SERVICES – Health and Rehab Center Campus

Mission Statement: “Our residents don’t live in a facility; we work in their home”.

Summary of Responsibilities: The philosophy at the Health Center states that staff will at all times provide care and services to the residents necessary to attain the highest practical physical, mental and psychosocial well-being in accordance with the comprehensive assessment and plan of care.

The Health and Rehab Center Campus: The St. Croix County Health & Rehab Center is dedicated to upholding high standards of quality care while providing our residents with dignity, respect, and a sense of security. Our 100-bed campus offers a variety of care options sure to meet the needs of you or your loved one. From short rehabilitation stays to making this your home, our friendly and highly skilled staff are here to help you make the transition smoothly. The Health and Rehab Center Campus is made up of three distinct units, each offering a different level of service to meet the needs of our residents.

- **Skilled Nursing-** Short term care is designed to help individuals recover from surgery, injury, or an illness and reclaim their independence. Our team provides all the tools necessary to get you back on your feet and to a level where you are able to return home. While long-term care provides a warm and inviting space to ensure our residents and visitors feel right at home. Small neighborhoods create a family like atmosphere allowing residents to build relationships while promoting community integration and socialization. Our skilled team of Nurses and Certified Nursing Assistants are available around the clock to provide individualized care to each of our residents.
- **Kitty Rhoades Memorial Memory Care Center-** Provides services to seniors with Alzheimer’s disease and related conditions. This facility is designed to enhance the quality of life through meaningful activities while promoting independence. Our warm, neighborly setting along with compassionate staff creates a calm and inviting environment giving our residents a sense of peace.
- **Orchard View Terrace-** Combines independent living with the comfort of knowing support is available around the clock. This facility is made up of an assisted living and memory care unit allowing us to serve individuals with dementia and other forms of memory loss as well as elderly adults in need of some assistance with daily living skills. Our goal is to help you

and your family reach your goals and maintain your level of independence while providing you with a sense of community in our warm, home like environment.

- **Outpatient and Inpatient Therapy-** Our therapy department is able to provide services to both the residents within our community and the residents in the surrounding area, providing Physical, Occupational and Speech therapy as needed. We are able to provide pool therapy that assists in building strength and relieving pain. In addition, we provide Lymphedema therapy, and Accelerated Care Plus therapy providing evidence based clinical programs in; dysphagia, fall prevention & balance, cardiopulmonary, continence improvement, Neuro Rehab, orthopedics, pain management and wound management with state of the art equipment.

HEALTH AND HUMAN SERVICES

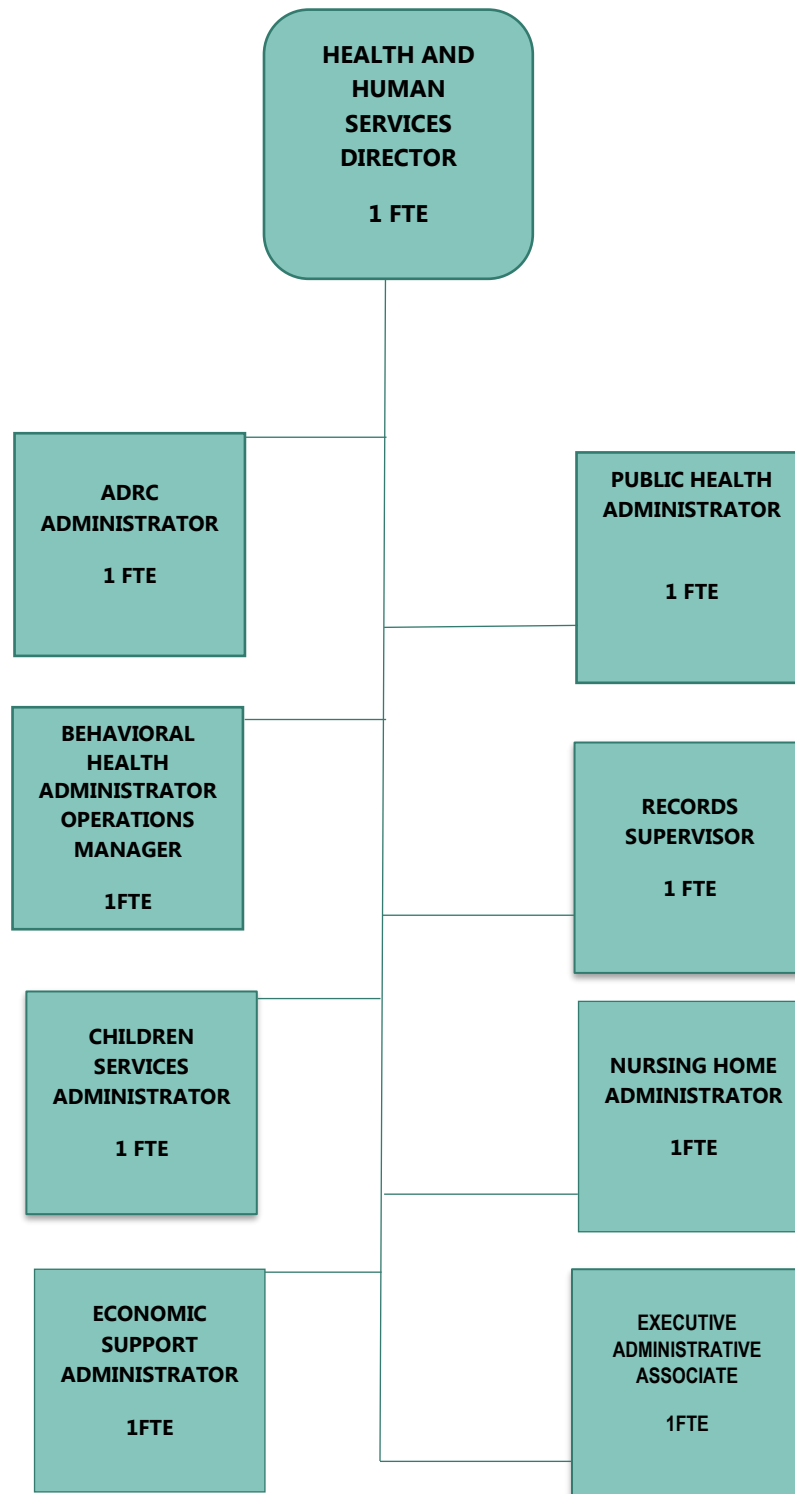
2019

ORGANIZATIONAL CHART

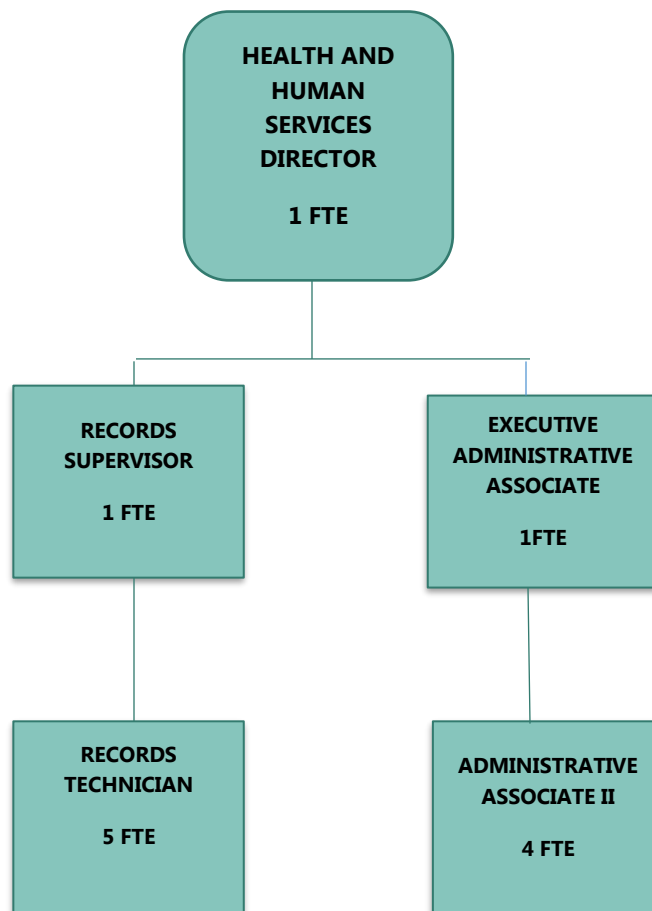
**160.25 FTE HEALTH AND HUMAN
SERVICES**

**88.44 FTE HEALTH AND REHAB
CENTER**

ALL HEALTH AND HUMAN SERVICES



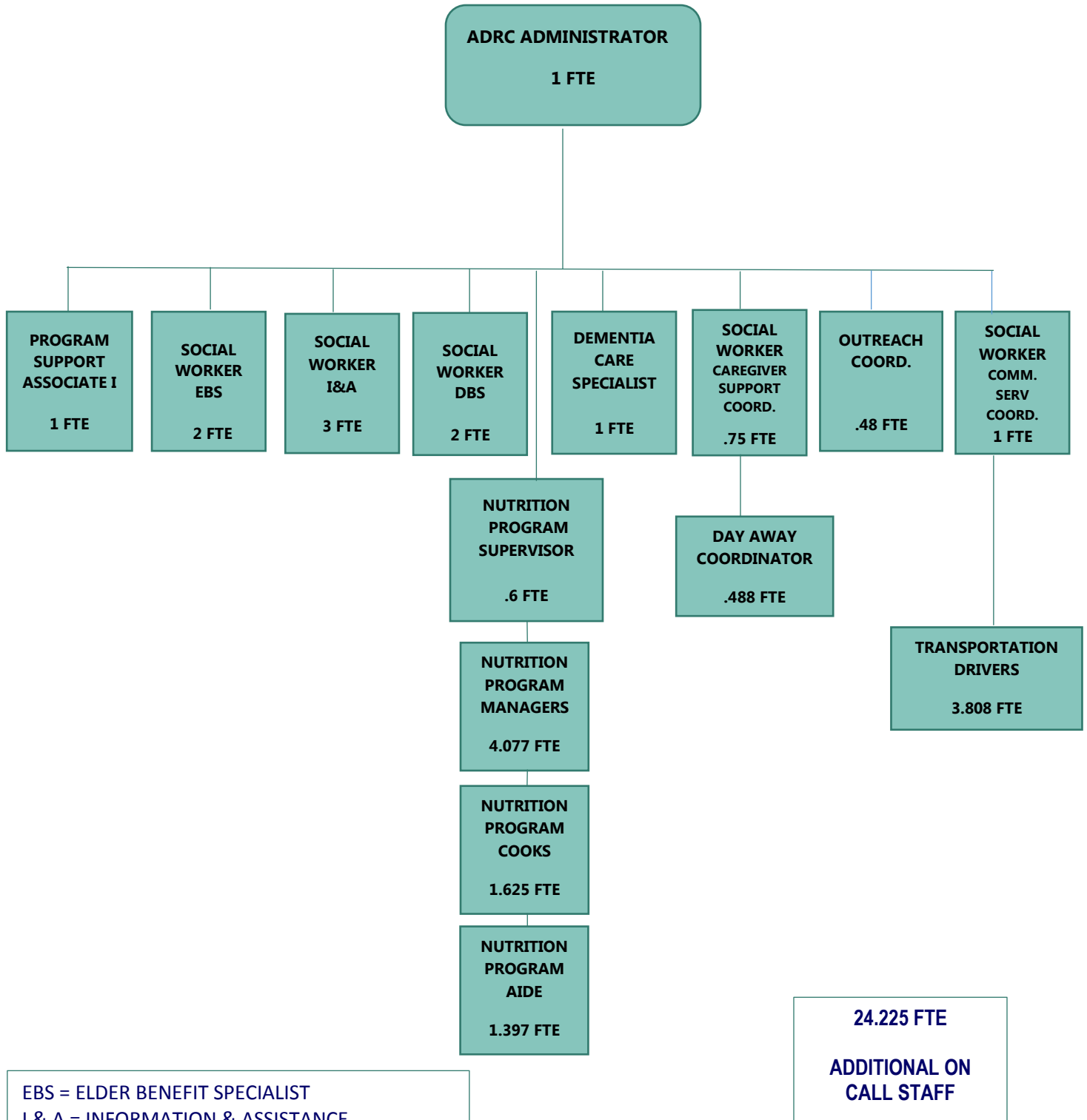
HHS ADMINISTRATION



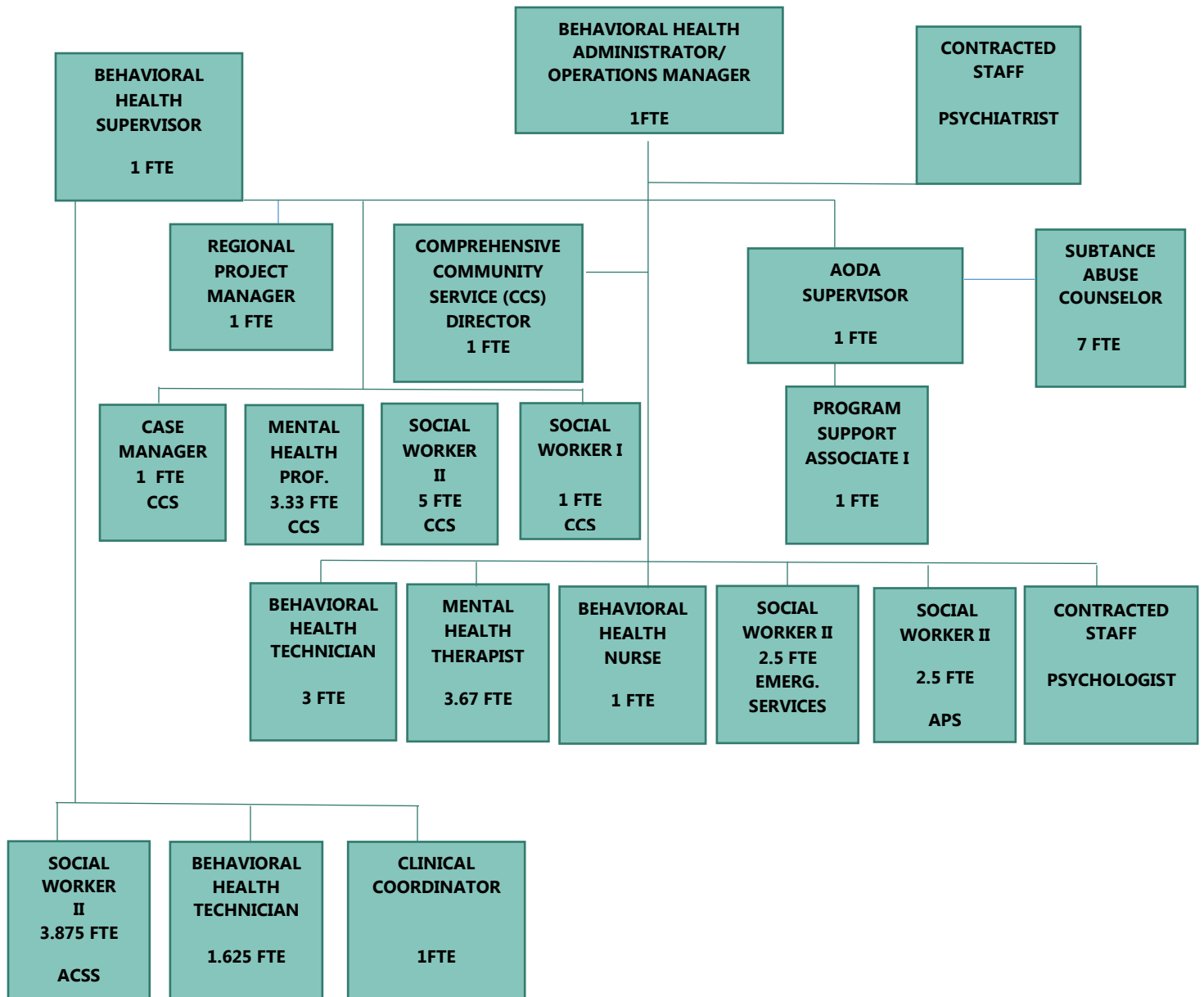
12 FTE

**ADDITIONAL
FINANCE FTE'S ARE
WITHIN HHS
BUDGET BUT NOT
REFLECTED IN ORG.
CHART.**

HHS ADRC



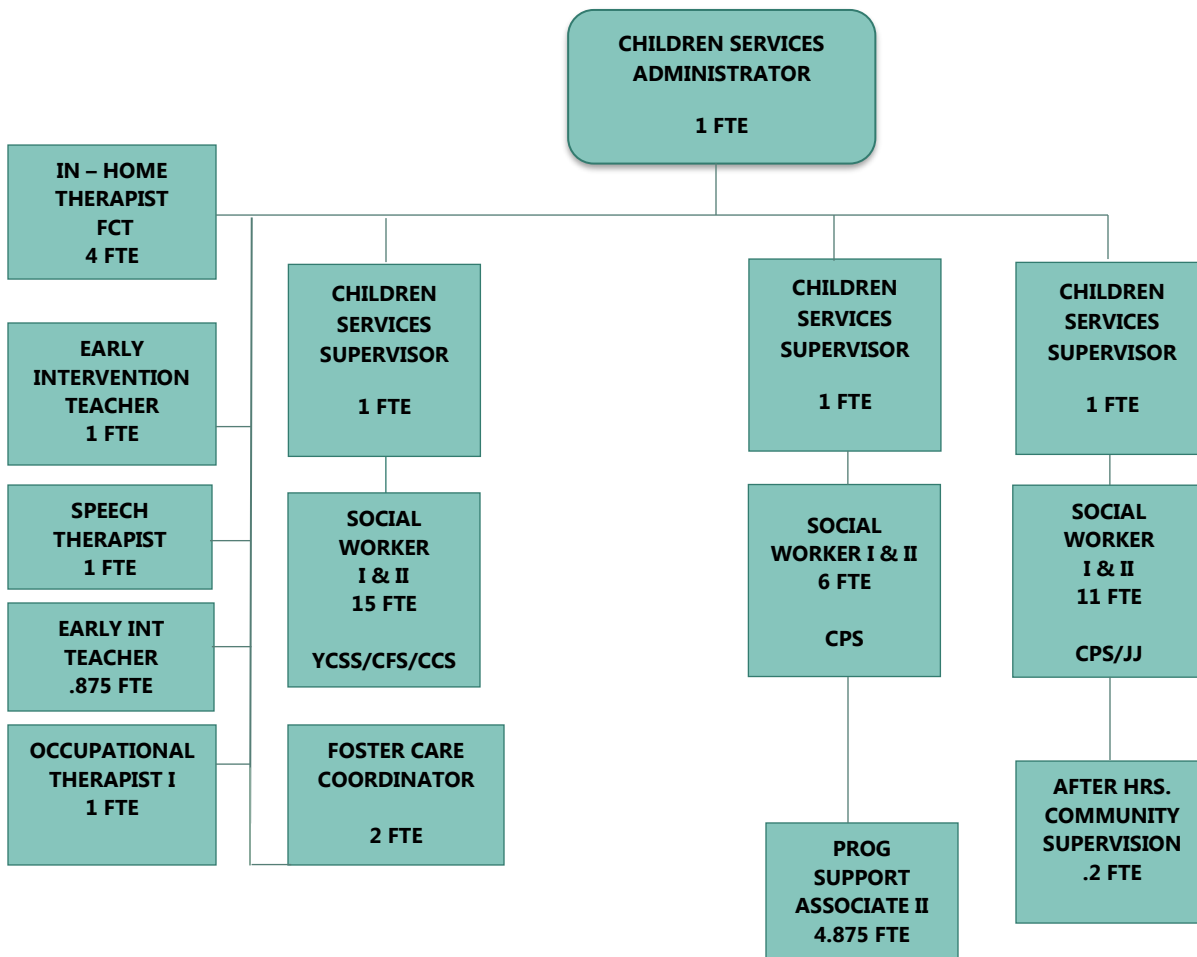
HHS – BEHAVIORAL HEALTH



42.5 FTE

ACSS = ADULT COMMUNITY SUPPORT SERVICES
 AODA = ALCOHOL AND OTHER DRUG ABUSE
 APS = ADULT PROTECTION SERVICES
 CCS = COMPREHENSIVE COMMUNITY SERVICES

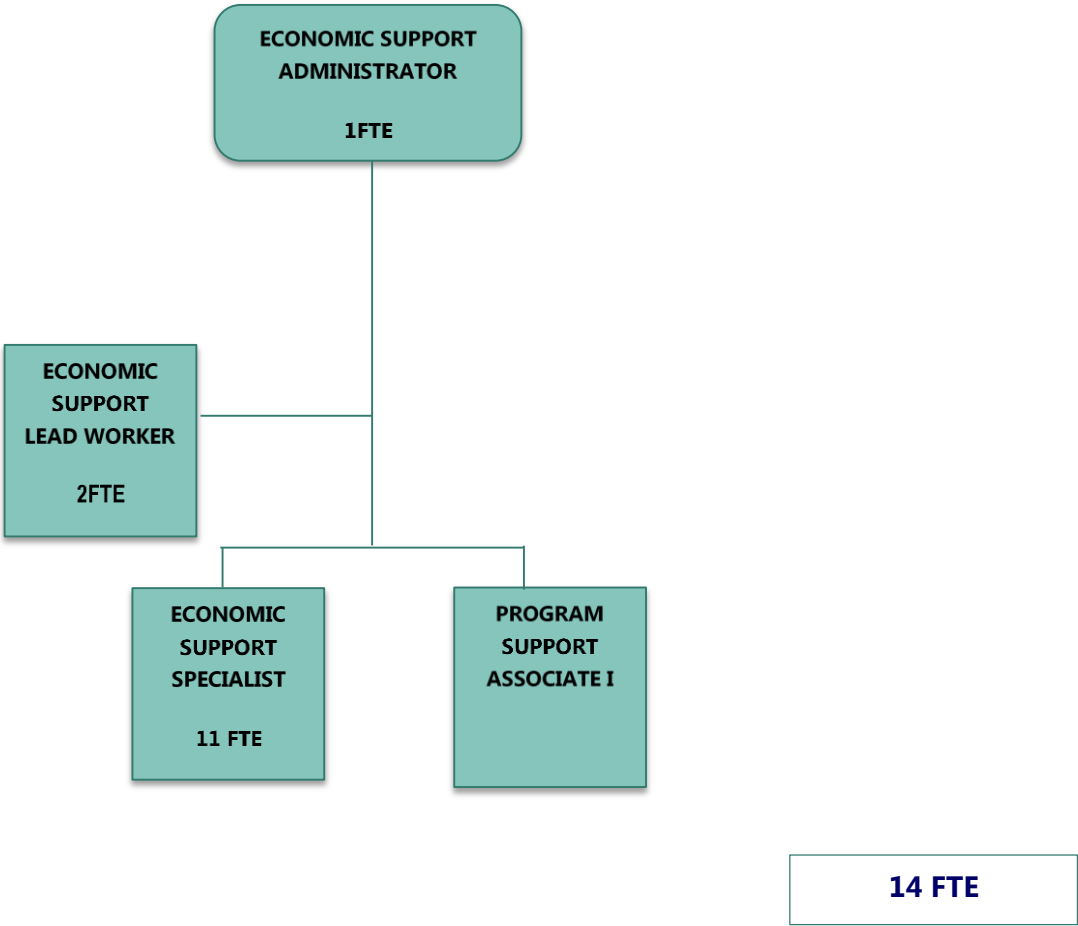
HHS – CHILDREN SERVICES



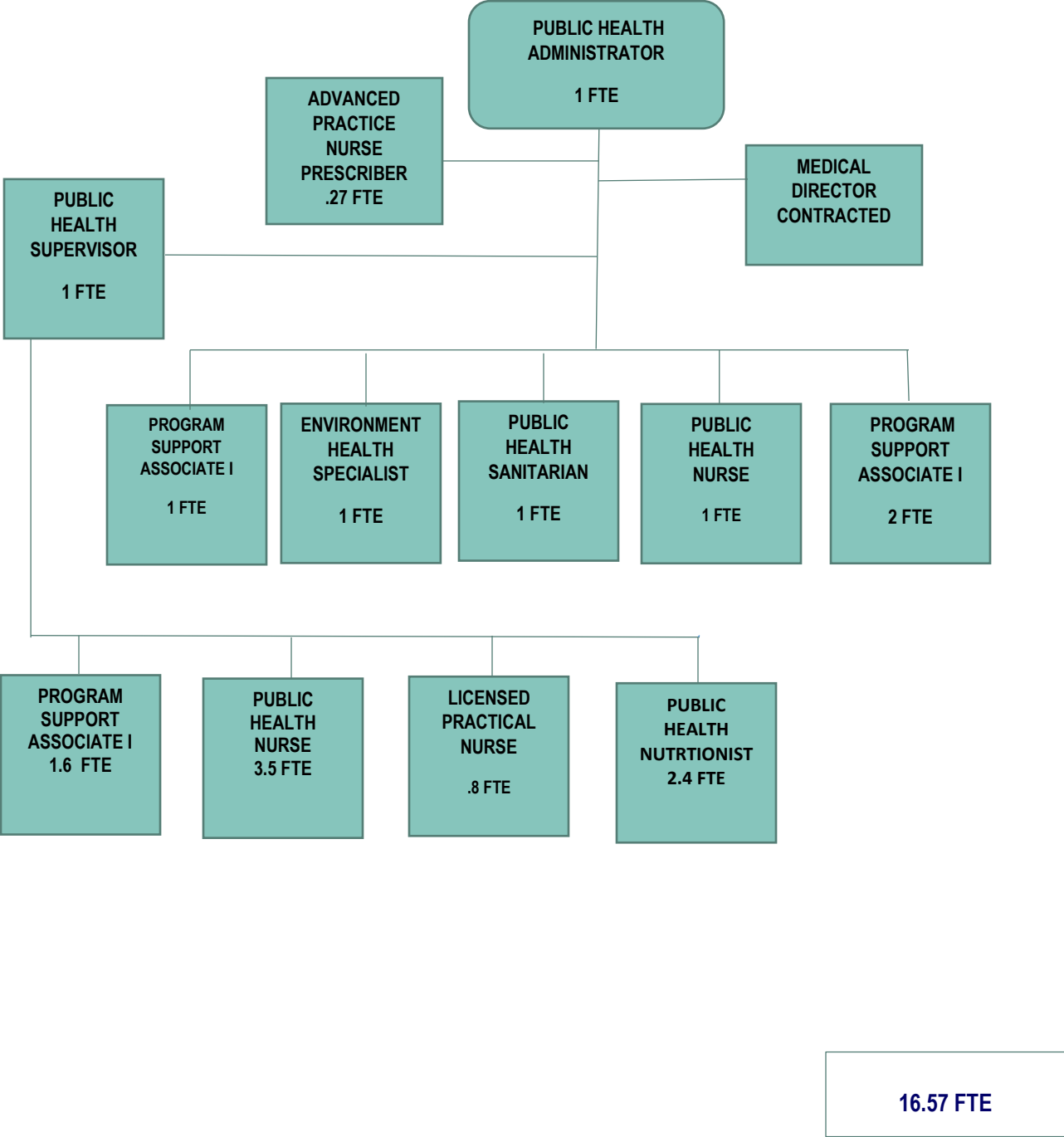
CFS = COORDINATED FAMILY SERVICES
 CCS = COMPREHENSIVE COMMUNITY SERVICES
 CPS = CHILD PROTECTION SERVICES
 JJ = JUVENILE JUSTICE
 FCT = FAMILY CENTERED THERAPY
 YCSS = YOUTH COMMUNITY SUPPORT SERVICES

50.95 FTE

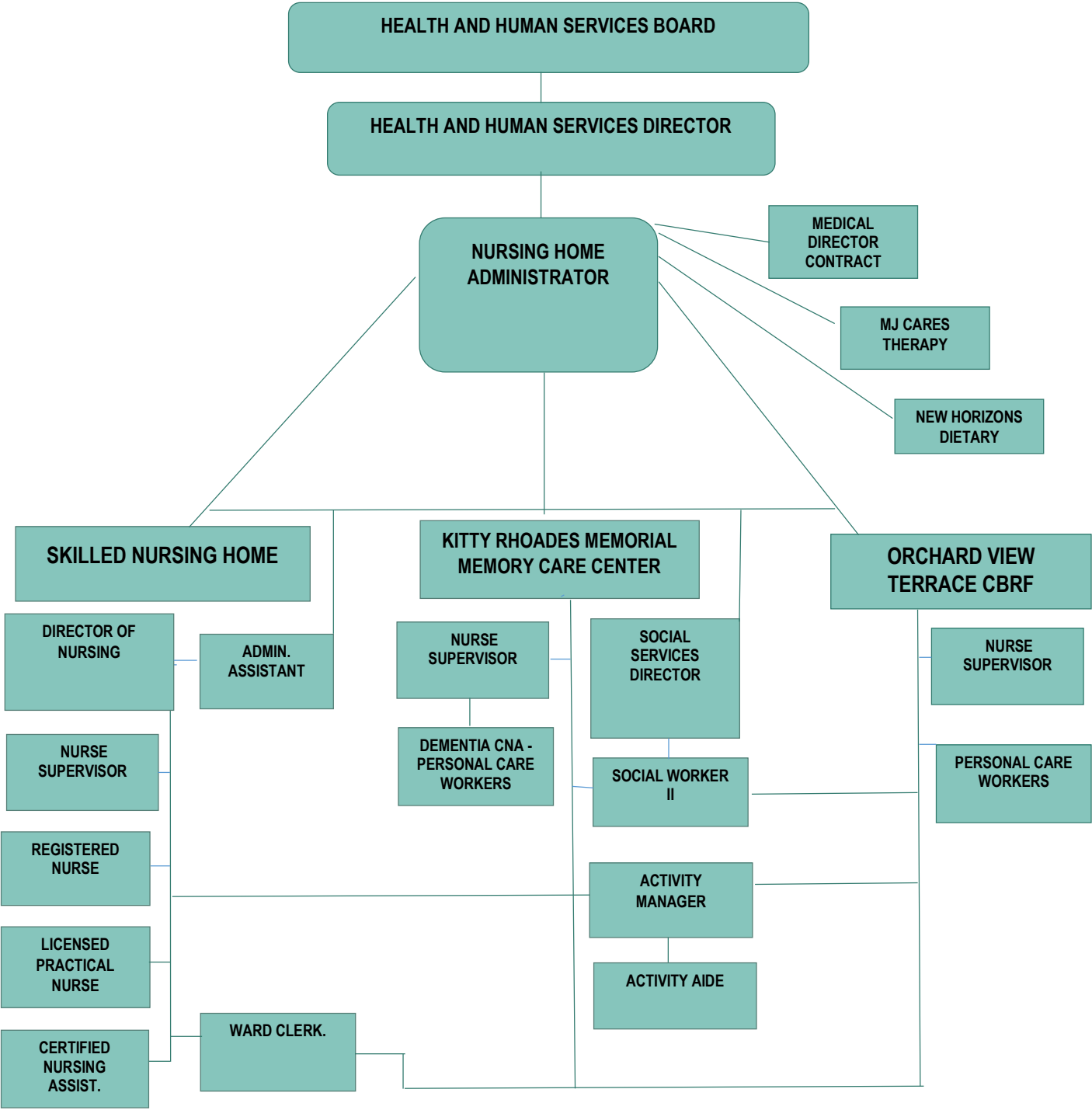
HHS – ECONOMIC SUPPORT



HHS – PUBLIC HEALTH



HHS – HEALTH AND REHAB CAMPUS



**Total Budgeted FTE
88.44**

**Skilled Nursing Home
Kitty Rhoades
Orchard View**

2019 Health and Human Services Budget Overview



DHHS Revenue			
Program	2017 (Audited)	2018 Budget	2019 Budget
Administration	\$582,343	\$400,410	\$500,490
Behavioral Health	3,076,520	2,934,817	3,052,961
Economic Support	1,139,037	1,058,059	1,029,235
Comprehensive Community Services (CCS)	1,900,461	3,170,266	4,142,633
Children Services	2,632,052	2,481,878	2,672,704
Public Health	844,211	846,423	822,198
ADRC	1,730,172	1,712,865	1,791,309
Revenue (Grants and Local Collections)	\$11,904,796	\$12,604,718	\$14,011,530
Budget Tax Levy	6,052,424	6,100,758	6,482,648
Surplus Applied (CCS)	157,026	141,631	375,457
Total Revenue	\$18,114,246	\$18,847,107	\$20,869,635

DHHS Expenses			
Program	2017 (Audited)	2018 Budget	2019 Budget
Administration	\$1,908,226	\$1,562,171	\$1,524,200
Behavioral Health	4,995,846	4,742,752	4,834,516
Economic Support	1,128,207	1,181,367	1,197,373
Comprehensive Community Services (CCS)	1,894,238	3,311,892	4,518,090
Children Services	4,655,556	4,424,192	5,110,647
Public Health	1,492,531	1,558,035	1,578,674
ADRC	1,964,292	2,066,698	2,106,135
Total	\$18,038,897	\$18,847,107	\$20,869,635

Health and Rehab Center Campus Revenue			
Program	2017 (Audited)	2018 Budget	2019 Budget
Health & Rehab Center	\$4,898,330	\$5,110,754	\$5,399,448
Kitty Rhoades Memorial Memory Care Center	205,503	354,000	647,833
Orchard View Terrace	77,076	836,592	1,739,800
Revenue (Grants and Local Collections)	5,180,909	6,301,346	7,787,081
Budget Tax Levy	0	0	0
Health Center Fund Balance Applied	(39,033)	(141,558)	(475,185)
Total Revenue	\$5,141,876	\$6,159,788	\$7,311,896

Health and Rehab Center Campus Expenses			
Program	2017 (Audited)	2018 Budget	2019 Budget
Health & Rehab Center	\$5,243,218	\$4,741,682	\$5,317,091
Kitty Rhoades Memorial Memory Care Center	329,707	582,374	602,467
Orchard View Terrace	198,494	835,732	1,392,338
Total	\$5,771,419	\$6,159,788	\$7,311,896

Expenses for 2017 include depreciation

Saint Croix County Department of Health and Human Services



Mandated Services Section

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February 2019

MANDATED SERVICES-ST. CROIX COUNTY 2019

DHHS - Administration

Service	Mandated (Yes/No)	Statutory Authority
Health and Human Services	Yes	Wis. Stat. § 46.23
Budget	Yes	Wis. Stat. §§ 46.031 & 49.325
Purchased Services	Yes	Wis. Stat. §§ 46.036 & 49.34
Financial Transactions	Yes	Wis. Stat. § 59.61
Records	No*	

Additional information: The intent of Wis. Stat. § 46.23 is to enable and encourage counties to develop and make available to all citizens of this state a comprehensive range of human services in an integrated and efficient manner; to utilize and expand existing governmental, voluntary and private community resources for the provision of services to prevent or ameliorate social, mental and physical disabilities; to provide for the integration of administration of those services and facilities organized under this section through the establishment of a unified administrative structure and of a unified policy-making body; and to authorize state consultative services, reviews and establishments of standards and grants-in-aid for such programs of services and facilities. The programs within Health and Human Services fit within this legislative intent.

"Human services" means the total range of services to people including, but not limited to, health care, mental illness treatment, developmental disabilities services, income maintenance, probation, extended supervision and parole services, alcohol and drug abuse services, services to children, youth and aging, family counseling, special education services, and manpower services. "Program" means community services and facilities for the prevention and amelioration of social, mental and physical disabilities.

*Medical records and county financial services are included in administration. There is not a specific mandate that these services are provided, but medical records is required to assure appropriate management of consumer records. Chapter 59.61 addresses financial transactions at the county level and are part of the Health and Human Services organizational structure to assure appropriate billing for services to consumers, insurance and state contracts, as well as maintain all financial records.

Chapter 46.031 and Chapter 49.325 requires each county department under s. 46.215, 46.22, 46.23, 51.42 or 51.437 shall submit to the department by December 31 annually its final budget for services directly provided or purchased.

Chapter 46.036 and 49.34 indicates that all care and services purchased by the department or by a county department under s. 46.215, 46.22, 46.23, 51.42, or 51.437 shall be authorized and contracted for under the standards established under this section

MANDATED SERVICES-ST. CROIX COUNTY 2019

DHHS-Aging and Disability Resource Center

Service	Mandated (Yes/No)	Statutory Authority
Aging Services	No	Wis. Stat. §§ 46.80, 46.82 and 85.21
Resource Center	No	Wis. Stat. § 46.283

Additional information: St. Croix County summary of services provided in the ADRC includes: information and assistance, elderly and disability benefit services, adult protective services, nutrition services, dementia care specialist, transportation services, volunteer program services, and caregiver support and respite services.

Wis. Stat. § 46.80 – The department's primary responsibility to elderly persons is to assure that all elderly and disabled persons have available and accessible a continuum of care or a wide range of community and supportive services so that they may remain in their homes and neighborhoods for as long as it is possible. The department shall be the mechanism by which governmental and nongovernmental agencies may coordinate their policies, plans and activities with regard to the aging.

Wis. Stat. § 46.82 identifies that a county board of supervisors of a county, the county boards of supervisors of 2 or more contiguous counties or an elected tribal governing body of a federally recognized American Indian tribe or band in this state may choose to administer, at the county or tribal level, programs for older individuals. Chapter 46.80 indicates that the department shall divide the state into distinct planning and service areas and designate a public or private nonprofit agency or organization as the area agency on aging for each planning and service area and we are the designated public agency. The County Board of Supervisors passed resolutions in 1979 to administer this program. These programs are mandated under the Federal Older Americans Act.

Wis. Stat. § 85.21 The purpose of this section is to promote the general public health and welfare by providing financial assistance to counties providing transportation services for elderly and disabled persons, and to thereby improve and promote the maintenance of human dignity and self-sufficiency by affording the benefits of transportation services to those people who would not otherwise have an available or accessible method of transportation. The County Board of Supervisors authorized the Office on Aging to prepare and submit to the Wisconsin Department of Transportation annual applications for financial assistance and obligation of county funds in amounts needed to provide annual matching amounts.

Wis. Stat. § 46.283 identifies that a county board of supervisors may decide to apply to the department for a contract to operate a resource center. St. Croix County Board of Supervisors authorized this service. The St. Croix County Board of Supervisors passed a resolution to apply for and operate a resource center on August 21, 2007. When St. Croix County authorized the operation of the resource center, aging services and adult protection were consolidated as part of the Aging & Disability Resource Center (ADRC) for the efficient administration of services. State and Federal funding is received to operate the ADRC and no local match of county levy is required.

MANDATED SERVICES-ST. CROIX COUNTY 2019

DHHS – Behavioral Health

Service	Mandated (Yes/No)	Statutory Authority
Community Mental Health, Developmental Disabilities, Alcoholism, and Drug Abuse Services	Yes	Wis. Stat. § 51.42
Community Support Programs	Yes	Wis. Stat. § 51.421
Care and Custody	Yes	Wis. Stat. § 51.22
Protective Services and Placement	Yes	Wis. Stat. § 55.02
Elder Abuse at Risk Agency	Yes	Wis. Stat. § 46.90

Additional information: St. Croix County summary of services provided in behavioral health includes: alcohol and other drug abuse outpatient services, intoxicated driver services, mental health outpatient services, emergency services, adult protection services, adult community support services, comprehensive community service, psychiatrist and psychologist services, and purchased services (includes crisis, residential, inpatient, hospitalizations, etc..)

Wis. Stat. § 51.42 identifies that the county board of supervisors has the primary responsibility for the well-being, treatment and care of the mentally ill, developmentally disabled, alcoholic and other drug dependent citizens residing within its county and for ensuring that those individuals in need of such emergency services found within its county receive immediate emergency services. This primary responsibility is limited to the programs, services and resources that the county board of supervisors is reasonably able to provide within the limits of available state and federal funds and of county funds required to be appropriated to match state funds.

Wis. Stat. § 51.421 indicates that if funds are provided, and within the limits of the availability of funds provided under s. 51.423 (2), each county department under s. 51.42 shall establish a community support program. Each community support program shall use a coordinated case management system and shall provide or assure access to services for persons with serious and persistent mental illness who reside within the community. Services provided or coordinated through a community support program shall include assessment, diagnosis, identification of persons in need of services, case management, crisis intervention, psychiatric treatment including medication supervision, counseling and psychotherapy, activities of daily living, psychosocial rehabilitation which may include services provided by day treatment programs, client advocacy including assistance in applying for any financial support for which the client may be eligible, residential services and recreational activities. Services shall be provided to an individual based upon his or her treatment and psychosocial rehabilitation needs.

Wis. Stat. § 51.22 indicates that except as provided in s. 51.20 (13) (a) 4. or 5., any person committed under this chapter shall be committed to the county department under s. 51.42 or 51.437 serving the person's county of residence, and such county department shall authorize placement of the person in an

appropriate facility for care, custody and treatment. The county will incur the cost of these placements if it is not billable to insurance or the consumer.

Individual counties must determine what shall be done to meet these responsibilities in a way that adequately complies with the law. The burden of demonstrating that those responsibilities have been met to an adequate degree falls upon the county. The services, therefore, are not identical in each county even though the same basic mandate exists.

Wis. Stat. § 55.02 identifies that the chairperson of each county board of supervisors shall designate a county department under s. 46.215, 46.22, 46.23, 51.42, or 51.437 that is providing services in the county on its own or through a joint mechanism with another county department or county to have the responsibility for planning for the provision of protective services and protective placement and for directly providing protective services.

Wis. Stat. § 46.90 requires that each county board shall designate an agency in the county as the elder-adult-at-risk agency. "Elder-adult-at-risk agency" means the agency designated by the county board of supervisors under sub. (2) to receive, respond to, and investigate reports of abuse, neglect, self-neglect, and financial exploitation under sub. (4).

MANDATED SERVICES-ST. CROIX COUNTY 2019

DHHS – Children Services

Service	Mandated (Yes/No)	Statutory Authority
Children's Services and Juvenile Justice Services	Yes	Wis. Stat. Ch. 48 & 938
Child Welfare Services	Yes	Wis. Stat. § 48.56
Powers and Duties of County Departments	Yes	Wis. Stat. §§ 48.57 & 938.57
Developmental Disability Services	Yes	Wis. Stat. § 51.437
Children's Community Options Program	Yes	Wis. Stat. § 46.272
Early Intervention Services (Birth to Three)	Yes	Wis. Stat. § 51.44

Additional information: St. Croix County summary of services provided in family and children's includes: child protection access, assessment and ongoing services; juvenile intake and ongoing services; emergency on-call services; Coordinated Family Services (CFS), Children's Long Term Support (CLTS) waivers, juvenile treatment court, Family Centered Treatment (FCT), Comprehensive Community Services (CCS) and assessment/referral. As well as step parent adoptions, day care certifications, foster parent licensing, independent living services and purchased services (foster care, short term shelter care, kinship care, group home, residential care, corrections, secure custody, etc..).

Wis. Stat. Ch. 48 is the Children's Code and Wis. Stat. Ch. 938 is the Juvenile Justice Code.

Wis. Stat. § 48.56 requires each county having a population of less than 500,000 shall provide child welfare services through its county department. Each county department shall employ personnel who devote all or part of their time to child welfare services. Whenever possible, these personnel shall be social workers certified under Ch. 457.

Wis. Stat. § 48.57 (1) indicates that each county department shall administer and expend such amounts as may be necessary out of any moneys which may be appropriated for child welfare purposes by the county board of supervisors or by the legislature, which may be donated by individuals or private organizations or which may be otherwise provided.

Wis. Stat. § 938.57(1) indicates that each county department shall administer and expend such amounts as may be necessary out of any moneys which may be appropriated for juvenile welfare purposes by the county board of supervisors or donated by individuals or private organizations.

Wis. Stat. § 51.437 indicates that the county board of supervisors has the primary governmental responsibility for the well-being of those developmentally disabled citizens residing within its county and the families of the developmentally disabled insofar as the usual resultant family stresses bear on the well-being of the developmentally disabled citizen. This primary governmental responsibility is limited to

the programs, services and resources that the county board of supervisors is reasonably able to provide within the limits of available state and federal funds and of county funds required to be appropriated to match state funds.

Wis. Stat. § 46.272 governs the Children's Community Options Program. This statutory section requires the department to establish a children's community options program with the main purpose of providing a coordinated approach to supporting families who have a child with a disability. Individual counties must determine what shall be done to meet these responsibilities in a way that adequately complies with the law. The burden of demonstrating that those responsibilities have been met to an adequate degree falls upon the county. The services, therefore, are not identical in each county even though the same basic mandate exists.

Children's Long Term Support (CLTS) waivers provide the county access to State and Federal funding to serve the health and safety needs of children in the County. In many instances, these health and safety needs would otherwise be funded solely through local tax levy funding.

Wis. Stat. § 51.44 indicates that each county board of supervisors shall designate the appropriate county department under s. 46.21, 46.23 or 51.437, the local health department of the county or another entity as the local lead agency to provide early intervention services. This chapter goes on to read that the department (the state) shall promulgate rules for the statewide implementation of the program.

MANDATED SERVICES-ST. CROIX COUNTY 2019

DHHS – Economic Support

Service	Mandated (Yes/No)	Statutory Authority
Energy Assistance (Wisconsin Home Energy Assistance Program- WHEAP)	Yes	Wis. Stat. § 16.27
Wisconsin Shares – Child Care Subsidy	No	Wis. Stat. § 49.155
Income Maintenance Administration – Medical Assistance	Yes	Wis. Stat. § 49.45
Income Maintenance Administration – Food Share	Yes	Wis. Stat. § 49.79
Fraud Investigations and Error Reduction	Yes	Wis. Stat. § 49.845

Additional information: St. Croix County summary of services provided by economic support include: energy assistance, child care, medical assistance and food share.

Wis. Stat. § 16.27 (4) indicates that a household may apply after September 30 and before May 16 of any year for heating assistance from the county department under s. 46.215 (1) (n) or 46.22 (1) (b) 4m. a. to e. or from another local governmental agency or a private nonprofit organization Funding received for this program is budgeted to cover direct operational costs.

Wis. Stat. § 49.155 (3) the county department or agency with which the department contracts under sub. (1m) to determine eligibility in a particular geographic region or for a particular Indian tribal unit shall administer child care assistance in that geographic region or for that tribal unit. Funding received for this program is budgeted to cover direct operational costs.

Wis. Stat. Ch. 49-Income Maintenance Administration. We are part of a 10 county consortium that administers medical assistance and FoodShare. The county opted to be part of this consortium, but could decide not to provide direct administration of these programs and services; however, the county would still be required to contribute local funding (tax levy) to the consortium for direct operational costs. Administration of child care assistance, as well as, program integrity, fraud and overpayment recovery efforts are also consolidated within the 10 county consortium to further increase accuracy, consistency and efficiency in the administration of these public benefits.

MANDATED SERVICES-ST. CROIX COUNTY 2019

DHHS – Public Health

Service	Mandated (Yes/No)	Statutory Authority
Local Health Department	Yes	Wis. Stat. § 251.02(1)

Additional information: St. Croix County summary of services provided in public health includes: Healthier Together (community health improvement process); communicable disease surveillance, investigation, and control; maternal child health, environmental health, chronic disease and injuries; and birth to three.

Wis. Stat. § 251.02(1) indicates in counties with a population of less than 500,000, unless a county board establishes a city-county health department under sub. (1m) jointly with the governing body of a city or establishes a multiple county health department under sub. (3) in conjunction with another county, the county board shall establish a single county health department, which shall meet the requirements of this chapter. The county health department shall serve all areas of the county that are not served by a city health department that was established prior to January 1, 1994, by a town or village health department established under sub. (3m), or by a multiple municipal local health department established under sub. (3r) or by a city-city health department established under sub. (3t). No governing body of a city may establish a city health department after January 1, 1994.

Further in this section of the statutes Wis. Stat. § 250.03 (1) (L) indicates that the department (the state) shall perform or facilitate the performance of all of the following services and functions:

1. Monitor the health status of populations to identify and solve community health problems.
2. Investigate and diagnose community health problems and health hazards.
3. Inform and educate individuals about health issues.
4. Mobilize public and private sector collaboration and action to identify and solve health problems.
5. Develop policies, plans, and programs that support individual and community health efforts.
6. Enforce statutes and rules that protect health and ensure safety.
7. Link individuals to needed personal health services.
8. Assure a competent public health workforce.
9. Evaluate effectiveness, accessibility, and quality of personal and population-based health services.
10. Provide research to develop insights into and innovative solutions for health problems.

The department facilitates the performance of these services through our local health department and we have a set of services that fulfill the above noted requirements and the state conducts a review to assure that this is completed. The public health department also meets the requirements of Wisconsin State Statutes, chapter 250 -255.

MANDATED SERVICES-ST. CROIX COUNTY 2019

DHHS – Health and Rehab Center Campus

Service	Mandated (Yes/No)	Statutory Authority
Skilled Nursing Home Care	No	
Kitty Rhoades Memorial Memory Care Center	No	
Orchard View Terrace	No	

Additional information:

There is no state statute that mandates a county must own or operate a nursing home or a community based residential facility.

Saint Croix County Department of Health and Human Services



Public Participation Section

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February 2019

DUTIES OF THE HEALTH AND HUMAN SERVICES BOARD



Health and Human Services Board: Performs all duties as required by Wisconsin Statutes § 46.23(5m). (The St. Croix County Rules and Bylaws shall serve as the operating procedures as required by Wisconsin Statutes § 46.23(5m)(e).)

Structure:

Members: 6 Supervisors and 3 Citizen Members

Term: 3-Years

Populated: Not by election, but by appointment by the County Administrator subject to confirmation by the County Board.

Assignments

- 1) Designated Departments: Health and Human Services Department, Health and Rehab Center Campus and Veterans Service.
- 2) Contact Committee for: Coordinated Services Team Coordinating Committee; Council on Aging and Disabilities; Veterans Service Commission; West Central Wisconsin Community Action Agency, Inc. (WestCAP).

Responsibilities

- 1) Acts as the local board of health pursuant to Wisconsin Statutes § 251.03(1) 25 March 1, 2016

DUTIES OF THE COUNCIL ON AGING AND DISABILITIES



Council on Aging and Disabilities. The Council on Aging and Disabilities (COAD) shall be the governing board of the Aging and Disabilities Resource Center (ADRC) pursuant to Wisconsin Statute § 46.283(6). The COAD shall also act as the Commission on Aging pursuant to Wisconsin Statutes § 46.82(4).

Structure: 11 members - 6 members must be individuals who are 60 years of age or older. Of the 6 individuals 60 years of age or older, 2 should be County Board Supervisors. Two members must be from the Health and Human Services Board (1 of which must be a County Board Supervisor) and should be an individual 60 years of age or older. At least one fourth of the members shall be of individuals who belong to an Aging and Disability Resource Center (ADRC) client group, or who is a family member of, guardian of or other advocate of such an individual. One member shall be representative of each of the following areas: caregiver for older adults (1 member); representative with knowledge in the area of developmental disabilities (1 member); representative with knowledge in the area of physical disabilities (1 member); representative with knowledge in the area of alcohol and drug abuse/mental health (1 member); and one representative with knowledge in the area of youth transition (1 member). Each individual member will only represent one target group." The COAD shall act as the Community Options Program Committee pursuant to Wisconsin Statutes § 46.23(3)(bm).

Responsibilities: The role of the COAD is to: (a) identify the needs of older people and adults with disabilities; (b) recommend services to meet those needs; and (c) advocate for local, state and national programs that promote quality of life for older people and adults with disabilities. The COAD shall report to the Health and Human Services Board (HHS Board). In the event an issue should arise between the HHS Board and the COAD relating to the governance of the ADRC, the HHS Board and/or the COAD may bring the issue to the County Board via resolution or ordinance.

Community Justice Collaborating Council

Community Justice Collaborating Council. The mission of the Community Justice Collaborating Council (CJCC) is to enhance public safety in St. Croix County through community collaboration by ensuring offender accountability, providing rehabilitative programming, and supporting the rights and needs of victims. In addition, the CJCC is committed to providing the coordinated leadership necessary to establish and foster innovative, research-based corrections programs for adult and juvenile offenders, and improve efficiencies and outcomes in the criminal/juvenile justice system. Finally, the CJCC is committed to promoting and enhancing communication between all elements of the criminal/juvenile justice system. Subcommittees of the CJCC include:

- ❖ **Community Engagement**
- ❖ **Criminal Justice**
- ❖ **Domestic violence/Family Issues**
- ❖ **Evidence Based Decision Making**
- ❖ **Mental Health**
- ❖ **Substance Abuse**
- ❖ **Treatment Court**

Health and Human Services Advisory Committees

The following Committees are required to publicly notice their meetings and provide an agenda and minutes for each meeting.

- ❖ **Citizen Review Panel:** The panels were established under the federal Child Abuse Prevention and Treatment Act (CAPTA). On October 3, 1996, Congress amended the CAPTA by directing states to support and improve child protection systems. The amendment specifically required each state to establish at least three citizen review panels to evaluate how effectively state and local agencies are fulfilling their child protection responsibilities. The Act was later revised and reauthorized as the CAPTA Reauthorization Act of 2010. Pursuant to CAPTA, each panel established shall be composed of volunteer members who are broadly representative of the community, in which such panel is established, including members who have expertise in the prevention and treatment of child abuse and neglect, and may include adult former victims of child abuse or neglect. The members and staff of a panel established shall not disclose to any person or government official any identifying information about any specific child protective case and shall not make public other information unless authorized by state statute.
- ❖ **Comprehensive Community Services Coordination Committee (CCS):** The CCS Coordination Committee advises and assists St. Croix County in developing and overseeing the quality of CCS services and the protection of client rights. The CCS Coordination Committee includes service

recipients, county staff, service providers, community mental health and substance use advocates, family members, and other interested parties. At least one-third of the membership is to be service recipients. The CCS Coordination Committee meets at least quarterly. Meetings are open to anyone who wants to attend.

- ❖ **Coordinated Family Services Committee:** The Coordinated Family Services Committee assists and advises St. Croix County in the development and oversight of services to respond to needs of children who are involved in multiple systems of care such as mental health, substance abuse, child welfare, juvenile justice, special education or developmental disabilities. This committee also serves as the Children's Community Options Program Committee (COP). The Children's Community Options Program purpose is to provide a coordinated approach to supporting families who have a child with a disability.
- ❖ **Nutrition Advisory Council (NAC):** The purpose of the Nutrition Program is to provide nutrition services that assist older individuals to live independently by promoting better health through improved nutrition and reduced isolation through programs coordinated with nutrition-related supportive services. The Nutrition Advisory Council is responsible for advising the Nutrition Program on all matters relating to the delivery of nutrition and supportive services throughout St. Croix County in fulfillment of its by-laws.

Saint Croix County Department of Health and Human Services



Strategic Planning Section

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Guiding PrinciplesPage 56
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Strategic Goal - Area that needs significant improvement in the next 3 years

September 5, 2017



2017-2019 Strategic Plan

Vision

Be a model of service in the State for effective, sustainable governance, vibrant economy and quality rural and urban life.

Mission

St. Croix County government provides services that promote the safety, health and welfare of our citizens and other public, through cooperation and innovation, in a fiscally responsible and accessible manner.

Guiding Principles-

We will...

Responsible- We will make effective use of tax dollars, time, County and natural resources

Respect- We will respect those we have been entrusted to serve, co-workers and leadership

Honesty- We will communicate openly and honestly

Accountability- We will hold each other accountable through our culture and practices

Integrity- We will build trust

Transparent- We will share information with stakeholders to increase engagement and awareness

Cooperation- We will work together for the common benefit of the whole County and its citizens

Innovative- We will take a prudent and creative approach to problem solving

Strategic Issue: Allocation of Services for Improved Response and Service Delivery

Goal: Develop a process to evaluate programs and costs using data and information to identify mandated versus optional programs, chart program statistics and trends, and track changing demand for County services

Discussion: This goal addresses the need for County to effectively identify changes in demand for its services, and respond to those changes through reallocation of resources as needed. This goal recognizes the real limits on available resources and the need to systematically and fairly realign limited resources according to priority and need.

Strategic Issue: Funding and Revenue

Goal: Identify expenditure reductions and non-tax levy revenue increases of 10% in the face of State imposed levy limits within 2 years.

Discussion: This goal was developed in recognition of the need to meet the financial requirements needed for effectively providing services for the citizens of St. Croix County, while also avoiding increased tax burdens. This goal was further supported by the recognition that financial resources for the county are shrinking.

Strategic Issue: Staff Training and Education

Goal: Create County and department orientation onboarding programs within 1 year for new staff during their first year of employment.

Discussion: This goal was developed from a concern for the County to ensure that staff fully understand their position within the larger workforce environment, and to also ensure that staff are able to perform and progress effectively in their positions. It is also believed that more effective onboarding will reduce staff turnover.

Strategic Issue: Staff Development and Retention

Goal: Improve staff development programs which will contribute to maintaining a turnover rate below the national average.

Discussion: This goal seeks to address the issue of finding ways to retain high quality staff for the County. Advertising, recruiting, hiring, training, and onboarding of staff pose a considerable cost to the County. Reducing turnover presents a potential cost savings for the county and allows for more effective delivery of services. This goal addresses a wide range of issues looking specifically at the correlation between well trained supervisors, staff development opportunities, and retention.

Strategic Issue: Technology

Goal: Develop and implement a staff technology training program that is aligned with the modernization of the County's Information Technology services within 2 years.

Discussion: This goal addresses the need to continually train staff to keep up with the ongoing evolution of technology.

Allocation of Services for Improved Response and Service Delivery

Goal: Develop a process to evaluate programs and costs using data and information to identify mandated versus optional programs, chart program statistics and trends, and track changing demand for County services.

- Administration will lead analysis of County programs to direct resources to biggest needs
- Community Development Department will seek better balance between need for change and ability to coordinate resources to better manage volume of change and find a better balance with workload
- Emergency Support Services will improve response readiness to internal and external challenges and needs
- Health and Human Services will develop and implement planning to better address increasing complex needs of consumers, both for children and adults
- Human Resources will develop strong relationships between departments and be a strong internal resource
- The Medical Examiner Office will collect the data to look at current model of 24 staffing contract US employee status
- Facilities will analyze data to determine energy projects that reduce energy costs and move the County toward sustainability.

Funding and Revenue

Goal: Identify expenditure reductions and non-tax levy revenue increases of 10% in the face of State imposed levy limits within 2 years.

- Administration will look for additional revenue sources to address funding challenges
- Child Support will increase child support collections to increase support passed on to families and reduce need for public assistance
- CJCC will apply for more grant funding
- CJCC will promote changes to criminal justice system to make it more efficient
- The County Board will advocate for change at State and Federal levels
- Finance Department will work cooperatively to look for ways to achieve sustainable funding within the context of existing levy limits
- Health and Human Services will continue collaboration efforts with community partners and recruitment of new providers to expand service array
- Register of Deeds will enhance opportunities for recording, and internal & external increasing partnerships.

Staff Training and Education

Goal: Create County and department orientation onboarding programs within 1 year for new staff during their first year of employment.

- Child Support will improve the path for continuing education and promotion to staff
- Corporation Counsel will lead relevant training for County employees
- County Clerk will continue to provide and improve Elections Training
- Finance Department will provide staff development and plan for staff succession
- Health and Human Services will improve onboarding and training of employees
- Health and Human Services will become a Trauma Informed Agency, including improvements to address the impact of secondary trauma.
- Health Center will develop policies and marketing for potential employees in high demand positions
- Human Resources will educate staff and develop a train the trainer model
- Information Technology will reduce risk of loss of institutional knowledge when staff retire/vacate positions
- Register of Deeds plan for more effective capacity to handle cyclical workloads that are beyond their control with low staffing levels during times of higher work flow.
- Register of Deeds will utilize skilled & experienced staff that are fully cross trained.
- Sheriff Department (Staff) will improve data services for timely review to project proper staffing for influx of population.
- Sheriff Department will increase training on mental health and drug dependence in the County.

Staff Development and Retention

Goal: Improve staff development programs which will contribute to maintaining a turnover rate below the national average.

- Administration will develop policies to hire and retain best employees for the county
- Community Development Department will adapt to changing staff expectations to reduce turnover and minimize loss of knowledge
- Community Development Department seek support for increased staff, support for cross- training budget, and a flexible multi-generational workforce
- Highway Department will look to minimize impact of seasonal constraint on the quality, quantity and resourcefulness of their work
- Human Resources will establish HR policies that are legally compliant and adhere to best practices in the industry
- Human Resources will improve education of county benefits, resources, and policies to end users
- Information Technology will increase efficiencies to meet increased demand from users and systems
- UW-Extension will work to minimize uncertainty with their future staffing plans.

Technology

Goal: Develop and implement a staff technology training program that is aligned with the modernization of the County's Information Technology services within 2 years.

- Clerk of Court Office will use the e-Filing mandate to work toward a paperless work environment to the extent they are able and improve service to their justice partners and the people we serve
- Corporation Counsel will increase utilization of technology
- District Attorney Office will use E-filing mandate to convert to a generally paperless office
- Health and Human Services will focus on technology improvements and improve what they are currently using
- Health and Human Services coordinate with IT to directly implement or budget for training to find ways to increase efficiencies by using technology in creative ways
- Information Technology will replace and enhance aging security systems to mitigate threat of data breach and intrusion
- Veterans will bring new technology to office to remain current with changing veteran population and claims process.

Operational Initiatives

- **Document Control:** To develop and implement a uniform records retention, filing, access and destruction system for County Departments.
- **Continuous Improvement (Process):** To implement a program to assist departments in assessing existing processes to identify options for increasing efficiency in service delivery.
- **Education of Services (Internal and External):** To create face-to-face and other opportunities for active sharing of activities and services by County Departments each year.
- **Sustainable Development:** To seek and promote an interdependent balance for protection of the County's natural resources, economic development, and unique cultural setting.

Guiding Principles



Responsible

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2018 HEALTH AND HUMAN SERVICES DEPARTMENT WORK PLAN

Department	Health and Human Services	
Department Mission/Purpose	Health and Human Services Vision: Quality Health and Human Services for Everyone by Everyone.	
	Health and Human Services Mission Statement: St Croix County Health and Human Services promotes quality services and heightens safety, health, and independence for our citizens by providing a continuum of services enhanced by community collaboration.	
DEPARTMENT ALIGNMENT TO COUNTY STRATEGIC GOALS		
COUNTY STRATEGIC GOAL	DEPARTMENT ACTION ITEMS	DEADLINE
I. Develop a process to evaluate programs and costs using data and information to identify mandated versus optional programs, chart program statistics and trends, and track changing demand for County services.	(A) Behavioral Health: Hospital Emergency Department Behavioral Health Tele-Video Pilot Project Implementation.	August 2018
	(B) Children Services: Increase foster parent recruitment and obtain more licensed homes to care for children/including children with complex needs.	December 2018
	(C) Children Services/Behavioral Health: Incorporation of Substance Abuse Treatment Protocol with Family Centered Treatment (FCT)- In Home Services.	December 2018
II. Identify expenditure reductions and non-tax levy revenue increases of 10% in the face of State imposed levy limits within 2 years.	(D) Children Services/Behavioral Health: Comprehensive Community Services Expansion.	December 2018
	(E) Health and Rehab Center: Home and Community Based Waiver (HCBS) Approval for County Community Based Residential Facilities.	August 2018
III. Create County and department oriented onboarding programs within 1 year for new staff during their first year of employment.	(F) Records: Finalize Department and Division Health and Human Services New Employee Onboarding.	June 2018
	(G) HHS Department: Health and Human Services will be a Trauma Informed Agency.	December 2018

IV. Improve staff development programs which will contribute to maintaining a turnover rate below the national average.	(H) Economic Support: Telework/Work from Home Implementation.	August 2018
V. Develop and implement a staff technology training program that is aligned with the modernization of the County's Information Technology services within 2 years.		

DEPARTMENT OBJECTIVES	METRICS	
<p>(A) Behavioral Health: Department of Health Services Chapter 34 Crisis plan to reflect Collaboration with Health Partner's (Hospital) Telehealth program.</p> <p>(B) Children Services: Develop a foster care recruitment team and complete state sponsored recruitment training program.</p> <p>(C) Children Services/Behavioral Health: Family Centered Treatment Fidelity with Substance Abuse Treatment Protocol.</p>	<p>(A) Behavioral Health: Wisconsin Department of Health Services- Division of Quality Assurance approval.</p> <ul style="list-style-type: none"> Wisconsin Department of Health Services accepted St. Croix County Crisis plan amendment on 8/3/2018. Project implementation started on 9/17/2018. Completed <p>(B) Children Services: Develop a foster care recruitment plan- benchmark recruitment activities/goal of number of homes to license/evaluate if current allocation of staff resources to foster care recruitment licensing and recruitment.</p> <ul style="list-style-type: none"> Completed state recruitment training on November 15, 2017. Foster care recruitment team initiated on August 29, 2018. With additional staff position approved in 2018 budget amendment, allocation of two staff for licensing, recruitment and retention for foster care program is sufficient. Completed. <p>(C) Children Services/Behavioral Health: Incorporation of Substance Abuse Treatment Protocol with Family Centered Treatment (FCT)- In Home Services.</p> <ul style="list-style-type: none"> Family Centered Treatment Fidelity Integration of substance abuse 	

	treatment initiated. On August 8, 2018, services initiated. Completed.	
<p>(D) Children Services/Behavioral Health: 2018 new CCS positions filled</p> <p>(E) Health and Rehab Center: CBRF census is equal to or greater than 2018 budget.</p>	<p>(D) Children Services/Behavioral Health: Comprehensive Community Services Expansion.</p> <ul style="list-style-type: none"> CCS Caseload of 100 consumers. Current consumer caseload as reported at the November 2018 Health and Human Services Board is 103. Completed. <p>(E) Health and Rehab Center: Monthly census HHS board report comparing budget to actual.</p> <ul style="list-style-type: none"> Monthly reports have been provided to the Health and Human Services Board. Average census of Kitty Rhoades Memorial Memory Care Center is 6.2 compared to budget of 5.5. Average monthly census of the Orchard View Terrace has been 8.8 compared to budget of 14.5. Census at Orchard View Terrace over the last 5 months has been 11.2 so census has increased, but is still lower than budgeted. Home and Community Based Waiver (HCBS) Approval for County Community Based Residential Facilities (CBRF). County completed request for both CBRF's in November of 2017. Wisconsin Department of Health Services completed review and submitted request to Centers for Medicaid and Medicare Services (CMS) on September 28, 2018. Not completed. 	

<p>(F) Records: Updated access database completed for general department onboarding.</p> <p>(G) HHS Department: Obtain staff and consumer feedback on TIC environmental changes.</p>	<p>(F) Records: All new staff hired completed updated onboarding protocol.</p> <ul style="list-style-type: none"> Access database completed to track all general HHS staff onboarding requirement. Current work continues with Human Resources to include onboarding requirements in new software. Completed. <p>(G) HHS Department: Furnishings and remodeling for staff room and rooms utilized by consumers completed.</p> <ul style="list-style-type: none"> Staff and consumer feedback completed and new furniture installation completed in December 2018. Completed. 	
<p>(H) Economic Support: Softphone computer technology operational</p>	<p>(H) Economic Support: Updated Economic Support staffing plan.</p> <ul style="list-style-type: none"> Staffing plan remains unchanged at this time. Collaboration with Child Support on softphone technology completed. Implementation of new softphone technology pending completion of new countywide software. Not completed. 	

2019 HEALTH AND HUMAN SERVICES DEPARTMENT WORK PLAN

Department	Health and Human Services	
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	Health and Human Services Mission Statement: St Croix County Health and Human Services promotes quality services and heightens safety, health, and independence for our citizens by providing a continuum of services enhanced by community collaboration.	
DEPARTMENT ALIGNMENT TO COUNTY STRATEGIC GOALS		
COUNTY STRATEGIC GOAL	DEPARTMENT ACTION ITEMS	DEADLINE
II. Develop a process to evaluate programs and costs using data and information to identify mandated versus optional programs, chart program statistics and trends, and track changing demand for County services.	(A) ADRC: Long-range meal plan recommendation for Council on Aging and Disabilities for consideration.	August 2019
	(B) Children Services/Behavioral Health: Research, develop and implement outcome measures for CCS Program effectiveness.	Dec. 2019
	(C) Public Health: Incorporation of health equity lens for at least one population-based service.	Dec. 2019
	(D) Public Health: Complete Community Health Needs Assessment and Improvement Plan-Healthier Together.	October 2019
II. Identify expenditure reductions and non-tax levy revenue increases of 10% in the face of State imposed levy limits within 2 years.	(E) Children Services/Behavioral Health: Continued growth of Comprehensive Community Services and re-evaluation of long-term service projections as part of the 2020 budget.	December 2019
	(F) Health and Rehab Center Campus: Home and Community Based Waiver (HCBS) approval and service contract preparation.	May 2019
	(G) HHS: Partner with local and state agencies to complete Community Collaborations to Strengthen and Preserve Families Grant.	May 2019

III. Create County and department oriented onboarding programs within 1 year for new staff during their first year of employment.		
IV. Improve staff development programs which will contribute to maintaining a turnover rate below the national average.	<p>(H) HHS Department: Health and Human Services will continue work towards being a Trauma Informed Agency.</p> <p>(I) Economic Support: Telework defined and implemented.</p> <p>(J) Behavioral Health: Develop a Motivational Interviewing training/support structure for Behavioral health staff to increase client relationship and treatment effectiveness building job satisfaction.</p>	<p>December 2019</p> <p>July 2019</p> <p>July 2019</p>
V. Develop and implement a staff technology training program that is aligned with the modernization of the County's Information Technology services within 2 years.	<p>(K) Records: Work with Human Resources and Information Technology Departments to transition all required onboarding trainings to the LOOP-Human Capital Management component of county software</p> <p>(L) Records: Complete review of all Health and Human Services Division specific new employee onboarding/orientation process to integrate into the LOOP-Human Capital Management component of county software.</p>	<p>July 2019</p> <p>December 2019</p>

DEPARTMENT OBJECTIVES	METRICS	DEADLINE
<p>(A) ADRC: Develop long-range meal plan recommendation, in conjunction with the Nutrition Advisory Council, for Council on Aging and Disabilities consideration.</p> <p>(B) Children Services/Behavioral Health: Research and develop outcome measures for CCS Program effectiveness</p>	<p>(A) ADRC: Long-range planning:</p> <ul style="list-style-type: none"> Complete cost analysis/comparisons between current model of meals preparation and delivery versus expansion of provider purchase of service option. Evaluation of 2017 and 2018 meal site vacancies and length of time to fill. <p>(B) Children Services/Behavioral Health: CCS outcome measures.</p>	<p>June 2019</p> <p>May 2019</p>

<p>(C) Public Health: Initiate integration of Health Equity and Public Health in all Policies.</p> <p>(D) Public Health: Healthier Together needs assessment and plan.</p>	<ul style="list-style-type: none"> • Survey other counties as to outcome tools they use and decide on tool that best meets our program. • Pilot Tool for feasibility. • Gather data from and implement, developing report for HHS Board. • <p>(C) Public Health: Health Equity and Health in all Policies.</p> <ul style="list-style-type: none"> • SCC Public Health will complete an assessment of current initiatives within the agency, other counties and state to address health equity. • Coordinate presentation to St. Croix Health and Human Services and Pierce County Board of Health regarding health equity and health in all policies. • Implementation of health equity in one population health service and complete report to HHS Board by end of 2019. <p>(D) Public Health: Healthier Together</p> <ul style="list-style-type: none"> • Identify means to collect primary data – survey development. • Dissemination of survey, analyze results • Stakeholder meeting to review data and develop priorities areas to complete needs assessment • Convene action teams to develop next three year Healthier Together-Community Health Improvement Plan. 	<p>June 2019</p> <p>October 2019</p>
<p>(E) Children Services/Behavioral Health: Comprehensive Community Services positions filled to meet consumer requests for services.</p>	<p>(E) Children Services/Behavioral Health:</p> <ul style="list-style-type: none"> • Positions filled based upon consumer referrals to program up to authorized FTE. • Re-evaluation of long-term service projections as part of the 2020 budget including projected fund balance use if state policy on reimbursing counties is not modified. 	<p>July 2019</p>

<p>(F) Health and Rehab Campus: Develop contracts/service agreements with managed care organizations and counties for CBRF services.</p> <p>(G) HHS Department: Enhance prevention/early intervention services.</p>	<p>(F) Health and Rehab Center Campus:</p> <ul style="list-style-type: none"> • Finalize emergency protective service placement protocol with adult protection in St. Croix County. Develop process to review protocol with Behavioral Health Division. • Complete outreach to counties in the region regarding emergency protective placement services and protocol. • Update service contracts with St. Croix County managed care organizations and self-directed care agencies. • Complete statewide outreach to managed care organizations and self-directed care agencies to complete service and contract review. <p>(G) HHS Department:</p> <ul style="list-style-type: none"> • Review similar 2018 grant submittal and reestablish local and state agencies partnership to complete Community Collaborations to Strengthen and Preserve Families Grant. • Establish lead agency, define roles, establish memorandum of understanding, and develop work plan for grant submission. 	<p>March 2019</p> <p>May 2019</p>
<p>(H) HHS Department: Trauma Informed Agency</p> <p>(I) Economic Support: Telework defined and implemented.</p>	<p>(H) HHS Department:</p> <ul style="list-style-type: none"> • Complete survey/assessment on status of Departments current trauma informed practices • Update documentation on current trauma informed care initiatives. • Research and implement situational awareness training. • Research and implement secondary trauma training. <p>(I) Economic Support:</p> <ul style="list-style-type: none"> • Coordinate with Human Resources to develop telework protocol and contract. • Coordinate with IT to obtain softphone technology and clarify technical support expectations. 	<p>June 2019</p> <p>June 2019</p>

<p>(J) Behavioral Health: Motivational Interviewing training and Support</p>	<ul style="list-style-type: none"> • Update consortium on implementation strategies and timeline. <p>(J) Behavioral Health:</p> <ul style="list-style-type: none"> • Research Structure supported by DHS and implemented in Marathon County • Select Trainers/Mentors to provide ongoing feedback • Develop training program for trainers • Implement training Process 	<p>July 2019</p>
<p>(K) Records: Transition all required onboarding trainings to the LOOP – Human Capital Management (HCM) component of county software</p> <p>(L) Records: Health and Human Services division specific new employee onboarding/orientation and ongoing training process to integrate into the LOOP – Human Capital Management component of county software</p>	<p>(K) Records:</p> <ul style="list-style-type: none"> • Assure all Department required trainings are uploaded and working within HCM, including process to forward training to staff when necessary. • Develop process to track completion of training on current spreadsheet logged by Records. <p>(L) Records:</p> <ul style="list-style-type: none"> • Establish process to review division specific onboarding and ongoing training requirements integration into the LOOP – Human Capital management component of county software. • Develop recommendations and implementation of plan. • Present plan to seek feedback for HHS Division Administrators. • Select process to pilot implementation. 	<p>July 2019</p> <p>December 2019</p>